TRICOM TECHNOLOGIES

A Solutions Provider

An ISO 9001:2000 Company

- Maximum 32 analog PSTN lines or 120 channel E1 trunks.
- Records ON or OFF hook events on OG & IC Calls.
- Records Dialed digit and CLI.
- Records Call Duration, Date and time of event with Voice.
- Auto self test on regular basis
- Inbuilt Answering Machine option for "NOT" answered calls.
- Records missed calls.
- Online Conversation monitoring.
- Backup and Network provision for remote access.
- Three level user configuration for protected access.
- Various Alarm Indications both in Audio and Visual.
- Intelligent Phone book for storing & Displaying name for corresponding numbers in IC & OG calls.
- Various advanced filters for Search, Play back and backup activities.

Call Bin
RECALL YOUR COMMITMENTS

Highly Essential for

Marketing Organizations

Customer Support Centers

Public Utility Services

Service Centers

Call Centers

TRICOM TECHNOLOGIES presents an innovative solution for handling call logging applications for both Analog PSTN lines and digital E1 trunks, to log both inbound and outbound calls from your business premises. The purpose of call logging is to review the customer calls for ensuring customer satisfaction, verification of appointments, verbal commitments, delivery dates, vital sales information, etc. This solution also helps organisation to reduce and control Telephone bills by avoiding abuse of telephones. The service can be run both on Table top and LAP TOP Pcs, which facilitates in house and mobile applications.

Call Bin
RECALL YOUR COMMITMENTS

TRICOM

Call Bin is a highly featured and efficient Digital call logging device for both Analog and Digital trunk **line and extensions**. It can record Dialed digits, CLI, Call Duration, Date, Time, Voice, etc. of calls made on direct PSTN lines, EPABX extensions or on ISDN PRI Trunks. It is a completely automated call and voice logging system.

Call Bin analog Hardware can be either USB port compatible or PCI bus compatible.

Call Bin will manage the recording of call events based on various filters that are field configurable for both incoming & outgoing calls and auto stops the recording event when the call gets disconnected.

Call Bin can be configured to an Auto Answer mode on time out basis if the incoming call is not answered or can be set to record it as a missed call.

Call bin supports porting on the trunk side with associate software application for supporting the reports on the call routing by the PBX

Open Architecture
- Compatible on any kind of OS platform.(Windows 2000/XP platforms).
- Supports voice compression up to 8 times to the original
- Porting with IP is provided
- Supports both automatic and prompt based logging of events
- Compatible with the latest generation switch/IP based PBX

Scalable:
- It can support 2 - 120 ports on the PBX and extension (digital/analog) in a single chassis
- Supports both analog and digital ports on a single device - Optional

Backup and Storage:
- Voice files can assigned with specific path based on the event.
- Creation of a copy of the files are provided as default for retrieval in event data corruption and loss.
- The call record details and voice files are stored in the PC hard disk drives on specified path.
- The stored call records can be automatically Backed up periodically.
- The back up of data be to any other media/location on demand(by physical transfer /on network).
- Option for automatic roll back on storage media full.

Security and Networking:
Secured & Encrypted voice file by proprietary algorithm. Call Bin is protected with 3 level password for secured operations. All reports and backup can be controlled from a remote station on the network. Various Alarms can be generated on the Network PC.

Call Bin Features:
✓ Full screen Graphical Interface.
✓ Simultaneous Monitoring of activities provided for 32 channels.
✓ Sequential / selective Voice file play back.
✓ Records CLI and Dialed Digits.
✓ Records Date, Time, call Duration and Voice conversation.
✓ Intelligent Phone book entries for easy searching.
✓ Tag option for each call record for easy search and quick remembrance.
✓ Log for file Move/Delete.
✓ Records Missed Calls.
✓ Inbuilt AGC Algorithm for better Voice quality
✓ Numerous log reports.

✓ Online backup of recorded data to different storage media with out disturbing online recording.
✓ Supports hooking of third party audio play back tool.
✓ Record start based on ON/OFF hook or Voice Activation
✓ Various Alarms like Line disconnect, H/W link failure & Low Memory
✓ Can record on Analog Junctions, EPABX Extensions or ISDN/E1 streams.
✓ 100% PTC detection by proprietary algorithm
✓ Channel wise line number provision for easy searching.
✓ Call summary display on screen of IC & OG of individual line.

Solution Architecture:
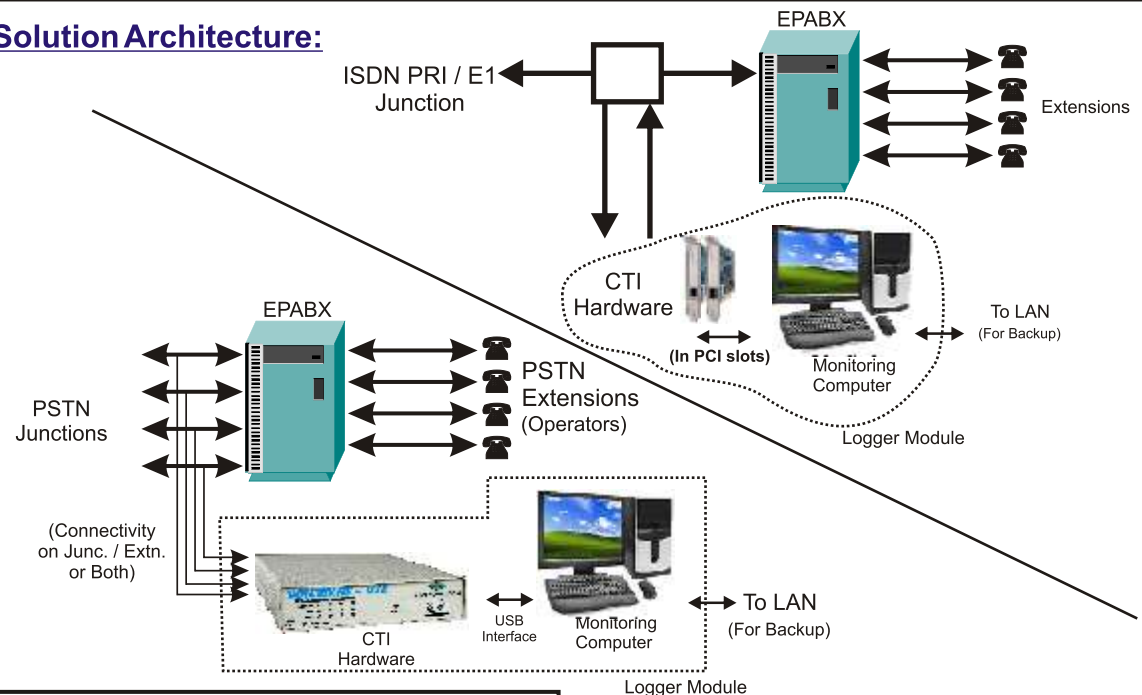
Specifications:
☞ Line Interface: Analog / ISDN / E1 PRI.
☞ Power : 230V AC ± 10%, 10W.
☞ Bus Interface: USB (8 analog lines per port) or PCI slots
☞ Dimensions: Minimum (40x170x270)mm (H x W x L) for PCI
☞ Weight : 940 gms for PCI