



Capturing your customer experiences...

Evolving legislations governing contact center operations have made call recording more important than ever before. Effective agent interaction has become the focal point of building customer relationships. You need solutions that fully integrate, are scalable, have flexible architecture, and support the greater functionality to serve the most demanding customers.

TxRecord, the high-quality, scalable volume recording solution from Interlink, has helped large contact centers in enhanced agent effectiveness, effective dispute resolution and process improvement

Benefits







- **Unmatched scalability:** Add on any number of ports, transparently and across multiple contact center locations. TxRecord can also handle unlimited call volume for a given port density
- **Total investment protection:** Re-use existing hardware investments or phase out your investment, using TxRecord's modular expansion capability
- **Flexible deployment options:** Deploy TxRecord in a distributed, modular fashion across multiple sites. Distributed rule-based storage options also provide the administrator with unlimited flexibility
- **Fault tolerant system architecture:** Ensures reliable file transfer and storage, virtually eliminating the possibility of lost recordings
- **Industry standards:** Industry standard hardware and software components such as Dialogic telephony boards, Windows based software and TrueSpeech™ DSP recording format make TxRecord easy to maintain and upgrade
- **Efficient management and control:** through centralized, GUI based management tool
- **Flexible licensing options,** providing unmatched cost efficiency and greater ROI

.... has just become more affordable!

Interlink

Founded in 1991, in East Brunswick, NJ, Interlink Network Systems, is a leading player providing cutting-edge computing solutions in the following areas:

-  Healthcare informatics
-  Telephony products
-  Call centers
-  Medical transcription

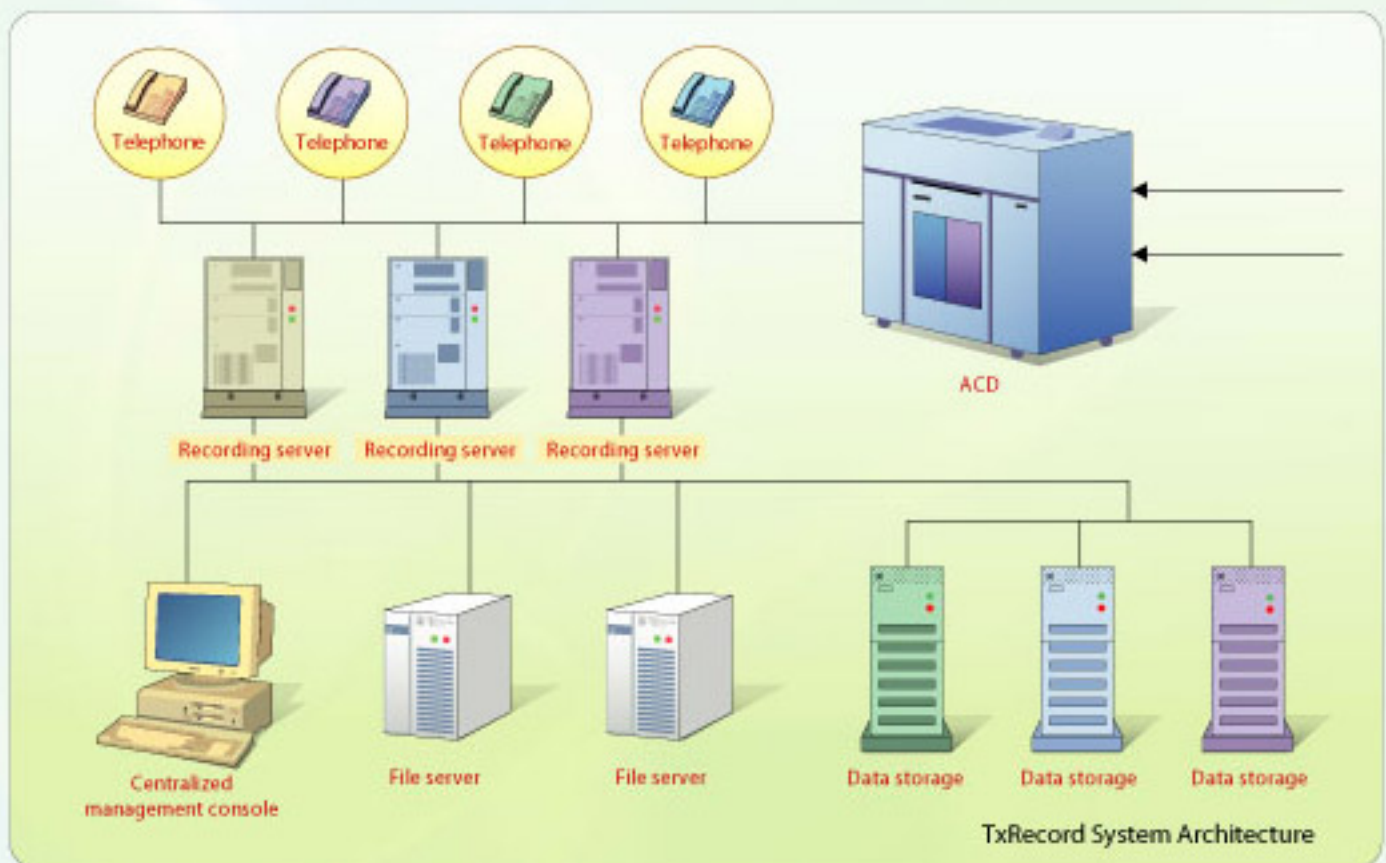
We have helped North America's leading healthcare institutions and customer call centers with highly scalable cost-effective solutions for EAI, IVRs, call recording systems and CTI.

"Interlink's products have helped us deliver excellent customer service while keeping costs under control"

Dilip Vellodi
Chairman & CEO,
The Sutherland Group



INTERLINK
Network Systems Inc



System Features

- Recording based on *TrueSpeech™* DSP format, allowing instant playback on any Windows based PC
- No limit on simultaneous recording sessions, subject to network bandwidth availability
- Specialized re-routing logic for seamless integration of multiple recording server devices, within a TxRecord installation
- Modular design allows the administrator to add or remove recording servers from any TxRecord instance, without affecting other servers.
- Distributed storage options for redundancy and fault tolerance



Recording Server Specifications

- INTEL PC or server (recommended config-256MB RAM, 10GB HDD)
- Windows 2000 server
- Dialogic voice boards (ranging from D/21H to D/120JCT/LS), PCI based

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