



Part of the NovoLog Suite, NovoLog Express is the ideal permanent recording solution for organizations that receive a small volume of calls and wish to record their vocal communications to ensure compliance as well as the quality of their customer service.

Thanks to the NovoLog Client multifunction module, agents are able to directly interact with NovoLog servers. Through a simple desktop interface, agents can add information they consider relevant to a recording in progress, which facilitates the subsequent search and retrieval of a desired recording. NovoLog Client also enables agents to decide if the recording of a conversation is worth keeping or not. NovoLog Client is a tool that will definitively give your agents the joy of a greater autonomy!

Guaranteed protection of your conversations!

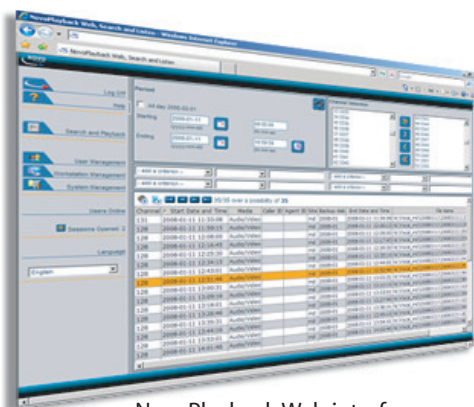
Offering the same numerous benefits than NovoLog Enterprise, NovoLog Express is the ideal solution for government and public safety organisations. With NovoLog Express, you can validate transactions, protect your organization in case of dispute, and ensure that your agents have adequate training about the products and services you offer so that they can respond knowledgeably to customer expectations.

NovoLog Express is an intelligent recording software that records up to 48 channels per server and that has the ability to determine when to start recording a call and when to stop. Only the conversations are recorded, not the silence periods between calls. With NovoLog Express, you save time when looking for a recording as well as archiving space while getting the information that you need and that really matters to your business!

To increase the security of the information transmitted during conversations, NovoLog Client offers a feature that enables an agent to pause the recording when the caller discloses sensitive information, such as his credit card number. Thus, when a supervisor listens to the recording, this confidential information will not be heard. NovoLog Client is a vital asset for all organizations conducting transactions on the phone and desiring to comply with the Payment Card Industry (PCI) Data Security Standard.

Optimize productivity, maximize revenues

We are convinced that your organization will increase its level of protection with NovoLog Express, but what about your contact centre meeting the highest industry standards for quality and performance? NovoPlayback Web is a useful and safe solution that allows managers to keep contact centre performance on track, no matter where they are. No additional software or hardware required! One simple click provides access to all audio files stored within the organization. Through a single secure web-based interface, you can search your call recording database using extensive PBX or CRM criteria, to quickly retrieve the recording you want to play back. Such flexibility results in cost-efficiency, maximizing time and personnel management.



NovoPlayback Web interface

Easy to use and manage, NovoLog Express offers unparalleled flexibility in its implementation. Whether integrated into a single site or into several, NovoLog Express brings the information from all the sites together into one central database and supports PBX archive on multiple devices at the local or central level.

Your organization is growing fast and you need more channels? NovoLog Enterprise will help you to meet your current recording needs. This powerful solution delivers the same numerous benefits as NovoLog Express, but extends the recording capacity to 120 channels per server. Ask us about NovoLog Enterprise!

Impact / Role		
Supervisor	<ul style="list-style-type: none"> • Improve script efficiency by verifying and developing texts that actually match caller responses • Enhance training program by simplifying the identification of training requirements • Increase the accuracy of evaluations with multi-communication channel recording • Optimize productivity by accessing and listening to audio recordings at any time and place through a web-interface • Improve complaint handling by listening to customer call history, and resolve situations faster 	<ul style="list-style-type: none"> • Reduced time spent reviewing only the relevant calls you need to evaluate • Decreased agent inefficiency and misunderstanding by visualizing workstation workflow (NovoScreen) • Streamlined evaluation process, providing better data for quality management
Manager	<ul style="list-style-type: none"> • Equipped with tools to comply with regulations and liability requirements, and for increased protection against litigation • Increase overall contact centre quality, performance and customer experience • Improve sales techniques by having valuable sales and marketing data to share with sales and marketing departments 	<ul style="list-style-type: none"> • Reduced abusive calls and improved employee security • Decreased costs of implementation with products that are easy to integrate into the current infrastructure • Reduced customer churn through the consistent evaluation of interactions, post-call customer surveys and ensuring objectives are met
IT Coordinator	<ul style="list-style-type: none"> • Enhance quality of maintenance with centralized database • Improve user support with ease of application • Strengthen reliability, scalability and security 	<ul style="list-style-type: none"> • Reduced implementation, configuration and learning time. • Reduced acquisition and maintenance costs resulting from open architecture and industry-standard technology

NovoLog Express offers a wide range of features

- Permanent recording
- Archiving on DVD-RAM or network
- Records up to 48 channels on one server
- Multi PBX support
- Intelligent recording triggers
- Multi format compression
- Screen recording with NovoScreen
- Exportable audio files
- Direct digital connection to the PBX
- Channel monitoring
- IP, digital & analog recording
- User & group administration
- Preventive diagnostics with e-mail alerts
- Advanced search & playback
- Web-based interface access with NovoPlayback Web
- Multi security profiles
- Single interface
- Contextual online help
- Compatible with NovoValue quality monitoring solution
- Open architecture

Novo Technologies is a leading innovator and supplier of flexible, cost-effective and adaptable call recording and quality monitoring solutions for contact centers. With its leadership in the development and integration of new software solutions, Novo is dedicated to help organizations to proactively and effectively capture and manage corporate transactional content. Consequently, organizations are able to extract business intelligence from customer interactions thus providing their clientele with the best customer experience.

For the last 15 years, Novo Technologies has experienced remarkable growth and received numerous awards for its innovations. To this day, Novo has been serving its advanced technology and superior service to hundreds of organizations worldwide. Its solutions are implemented in contact centers of all sizes coming from a variety of industries in North America; among which are the top leaders in the Canadian financial and insurance industries.

Other Novo Technologies Solutions:

NovoLog Suite

NovoLog Enterprise: Permanent recording

NovoPlayback Web: Intelligent audio player with web interface

NovoScreen: Screen capture recording

NovoValue: Quality Monitoring

CourtLog : Court session recording



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