



XIMA

CASE STUDY

Xima VRTX: Voice Recording Technology

Challenges

When dealing with call recording solutions you may have ran into a few of the following challenges:

- Ports are extremely expensive
- Shared port functionality (Queue, AA, VM, Record)
- Limited amount of recording
- Limited customization capability
- Complex systems

The Xima Solution

Xima VRTX was developed with the previous challenges in mind and offer the following solutions:

- Unlimited potential recordings (except hardware limits)
- Select who and how often you want to record
- Able to record automatically or manually
- Records entire phone call, not just talking events
- Direct connection to Chronical's Cradle to Grave via USB
- Frees up VM Pro ports
- White noise over sensitive information or PCI compliance
- Extremely competitive pricing

We are so pleased with Xima! Both their products and their customer service are just phenomenal. By using Xima, we've saved a lot of money, and have a better solution, too. Their VRTX boxes are so user-friendly. We had no problems with setup and they worked great - they recorded from the very first ring through the end of the call, all with crystal clear sound quality. Also, Xima's web interface is intuitive and makes it so simple to find and listen to calls via web browser - something that we desperately needed that no other company was able to provide for us. The VRTX boxes allow us to accurately check call between our agents and the customers, overall boosting the quality of service that we can provide to the end user. They are a valuable asset in training and maintaining all aspects of our work force.

Besides their quality product, we've been impressed by Xima's customer service. Their customer service and business development teams have really gone above and beyond to make sure that we are happy customers and we've since formed a valuable business relationship with Xima. We cannot recommend Xima and their VRTX equipment enough!

