MicroLog TCR-2000
FOR FINANCAL SERVICE INDUSTRY

Powering Branch Recording

More and more consumers are seeking out personalized and one-on-one services at their local point, which they cannot get through the enterprise's call center and website. But, enterprise's remote sites or branches are generally small and do not have any dedicated IT staff on-site. When they need a solution for recording voice interactions with their customers, they traditionally faced a perplexing situation. Either they were compelled to choose an expensive solution that was originally designed to meet the needs of medium to large sites or branches, or they were forced to pick the low cost offering that was by nature unable to work well in the multi-site enterprise environment in term of quality, reliability, scalability and administration.

Now, with MicroLog TCR-2000, the Multisuns next-generation single-channel voice recorder is available to meet the requirements of the financial service organizations in small sites and remote branches such as consumer finance company's boutique, bank branches, insurance agent offices, trading divisions of securities companies.

MULTISUNS ®
www.multisuns.com

MicroLog TCR-2000
The affordable digital recorder that completes your daily VOICE recording requirements

MicroLog TCR-2000 is a full-featured, single channel one-box call and face-to-face conversation recording device designed for small to large organizations in financial service industry to fulfill their proactive measures against transaction risk and comply with the latest regulatory law.

MicroLog TCR-2000 imports a range of voice recording applications originally developed for large sites and is now made suitable for small sites or small remote branches without loss of any needed functionality. MicroLog TCR-2000 can be placed in the user's office desktop, acting as a true standalone recorder for tapping his / her station phone calls or recording face-to-face talks nearby his/her office desk, and moreover acting as a single-channel call recording device in the enterprise-wide call recording solution.

By seamlessly integrating with Multisuns DCRS Central Archiving, small sites and remote branches of banks, consumer finance companies, securities brokers and similar organizations can now use MicroLog TCR-2000 to record voice interactions between their agents and customers at truly affordable price without compromising security and ease of administration. MicroLog TCR-2000 offers financial institutions a range of advantages unavailable with pen recorders or other competing products.

MicroLog TCR-2000 provides users features and functions designed by the world market leader that has breadth and depth of experience with financial service industry during the past 17 years. Using MicroLog TCR-2000, customers worldwide are able to access Multisuns advanced services to increase satisfaction, minimize risk and meet cost goals.

MICROLOG TCR-2000 OFFERS A WIDE RANGE OF ADDITIONAL BENEFITS:

- Enhanced security utilizing 3 levels of user accounts, voice recording encryption, memory card password protection and auto logout.
- Intuitive operating interface including one-key Last Call Play, Bookmark Play and Multiple Search Options capabilities, enabling search and replay working faster.
- Free selection for total recording, manual-controlled start/stop recording, or "important call only" recording.
- Live monitoring telephone conversations via built-in speaker or external earphone.
- Fully featured, long-term, single-box solution with low maintenance requirements.
- Easy integration with Multisuns DCRS Central Archiving, making it ideal for many small sites and remote branches.
- Recording Announcement (call and face-to-face) audible to all parties and recorded. (Additional device is required if recording interface is telephone.)

MAJOR NEW TCR-2000 FEATURES INCLUDE:

- Direct connection with analog line or digital / VoIP handset cord for recording calls.
- Built-in microphone for recording office desk person talks.
- LCD display with backlight dynamically showing date / time and important information, such as Caller ID.
- Date / time, length, Caller / Callee ID, Case ID, Comment, Value, Save, Important, phone / microphone and bookmarks stored.
- Unmatched on-line storage capacity up to 2,300H (32GB SDHC).
- Automatic Gain Control, Automatic Volume Control and Noise Reduction.
- Recorder Warning Tone and Recording Announcement (optional).
- Export configuration settings to or load
- Configuration from memory card
- Main adapter or batteries powered.
- Storage low / full / absence alert.
- Battery low alert.

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