



ProVoice

Call Recording



The ultimate in Professional Voice Recording. Provoice is for every type of enterprise, institute or organisation needing a facility to record, store and monitor voice telephone calls. ProVoice is the ideal system solution.

ProVoice is the most feature-rich Voice Recording and Monitoring solution available on the market. It can use your corporate LAN, client/server structure to its full extent, or it does the job as a stand-alone system in a very efficient manner.

ProVoice grows with your demand

ProVoice is a very modular and flexible Windows based voice recorder, live monitoring and archiving system. Besides being fully prepared for all your current and future needs, it also offers you superior voice recording quality and huge recording capacity. It is the most cost-effective voice recording solution available on the market today.

Made to measure

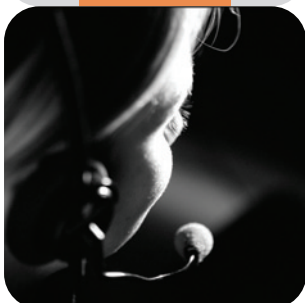
You will have a large choice of system configurations, ranging from just a low-cost 4-line mini tower system, up to the recording and monitoring facility of 256 lines per industrial 19" Rack Mount ProVoice system. There is no limit to the number of ProVoice systems and telephone lines which can be used per site, since they all can be linked and accessed through your LAN.

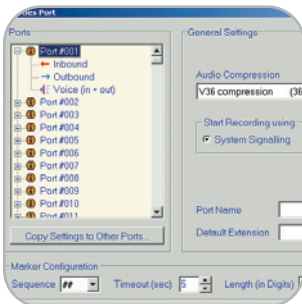
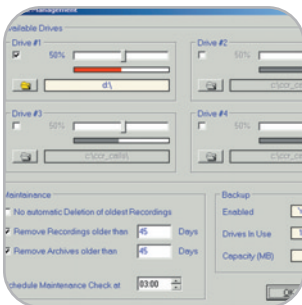
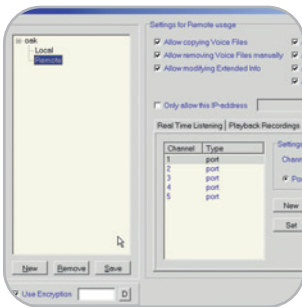
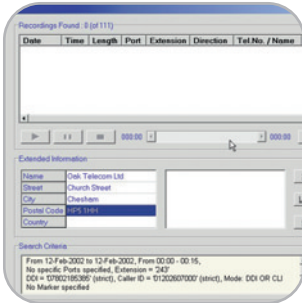
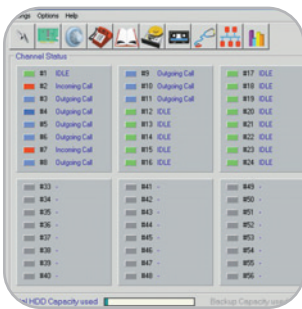
Ease of use, for your comfort

Systems users and systems administrators will enjoy the user friendly operation and configuration of the ProVoice system. LAN or WAN based Searching, Playback and Monitoring facilities are made available to authorised personnel. You will instantly find what you are looking for!

Applications

Call Centre Recording-Logging and Monitoring, Quality and Service assurance, Verbal Transaction Recording: Agent Training and Efficiency improvements, Follow-up information, Financial and Stock dealing, Telephone order applications.





User Features

- Extensive Search, Filter and Storage marking capabilities
- Call Archiving option for Voice recording Warehousing and Archive Management and Retrieval
- ProVoice API for customised client tools
- Selective deletion by port, extension number, CLI or DDI
- Real time call flagging
- Extensive alarm features for fault tolerance using sound and email
- Extension capture via PABX SMDR integration
- License free workstation remote client tools
- Best voice and sound quality available in the industry
- Open software structure for customised LAN integrated applications
- Mixed analogue/digital ISDN configurations
- CLI/DDI enriched Call Detail Records
- Secure, encrypted recording storage and VoIP streaming for remote users
- Call statistics and advanced system management reporting functions

System Features

- Standard Windows NT/2000 system and network utilities facilitate and ease the management of your system
- Voice over IP (VoIP) real-time listening and monitoring
- Caller's Phone Number (CLI) is automatically processed and linked with database information
- Mixed-mode line configurations (mixed analogue and digital ports) are supported with a single system
- Incoming and/or recordings with outgoing min and max, recording duration
- Lossless, near lossless and lossy compressed modes are supported
- Voice or line activated recording
- Phone Book support in which:
 - You can import your own relation and address data base records
 - CLI and dialled numbers are automatically cross-linked
 - Extra notes can be added
- You can sort and search on:
 - Date and Time (period)
 - Duration (length)
 - Port (extension or CO lines)
 - Outbound or Inbound calls
 - Telephone number
 - Remarks and Markers
- Up to four hard disk drives are individually configurable
- Hardware expansion is easily installed
- Embedded proprietary Signal and Data Processors from Sumihiro® relieve the Host CPU from hardware and media related tasks

Management Features:

- Analogue or Digital (BRI/PRI-ISDN/DASS2) multi-channel Voice recording and logging
- 4 up to 256 ports per system
- Unlimited multi-system expansion
- Superior Voice recording quality
- Storage at 64, 36, 25, 18, 13 and 9 kbits/s
- Encrypted and access secured Voice file storage and playback
- Fully configurable Recording parameters
- Automatic labelling of time, date, call duration dialled and identified telephone numbers
- Built-in Phone Book with import facility for your relational database
- Local and/or LAN/WAN Call playback and monitoring
- Advanced User, Application and Security/Access management
- Automatic multiple Hard Disk content and capacity management

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