ProVoice
Call Recording

ProVoice ENTERPRISE

ProVoice Enterprise combines Call Recording, Computer Integration (CTI) and CRM integration in one complete business solution.

ProVoice Enterprise provides integration with your existing CRM package that allows you to attach recordings to clients' files. It offers the ability to search and replay from within your existing software, maximising familiarity and ease of use from day one.

ProVoice Enterprise Capabilities:

The unified platform gives the administrator the ability to record calls, manage the phone system and to view statistics on team members across the organisation.

Auto Configuration:

ProVoice Enterprise offers straightforward configuration using the software wizard to speed up installation. For example once the PBX is selected along with the iP address the software will download all that the system requires, removing human error.

Secure Recording:

At all levels the system allows for every call to be recorded as it is answered, dialled, or passed to other operators through the system. Individual parts of any call, including transfer, can be pinpointed and retrieved.

Web Interface:

User benefits include being able to securely access the system remotely, with no client install required. There is no need to wait for call lists to download. The filters that can be used to locate a specific call or group of calls include time of day, telephone number, caller, team member or system flag.

System Flexibility:

As a call is made / picked up by a user the system instantly associates the call to that user. Every user that handles the call is associated with their part of that call within the recordings made / held by the system.
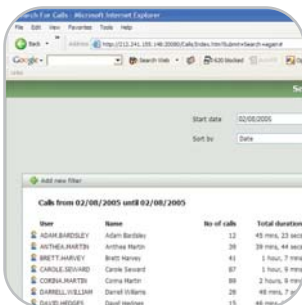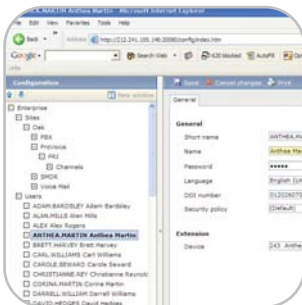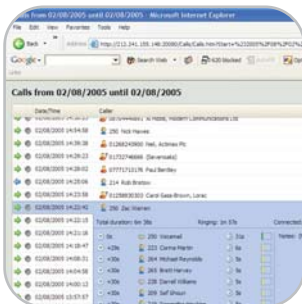
User Features

- [ ] Extensive Search, Filter and Storage marking capabilities
- [ ] Call Archiving option for Voice Recording Warehousing and Archive Management / 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
- [ ] 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

- [ ] Easy Set Up
- [ ] Simple Configuration
- [ ] Instant Caller / Agent Identification
- [ ] Secure Recording
- [ ] Team Administration
- [ ] Agent Evaluation
- [ ] Tamperproof Recording
- [ ] All Parts of Calls Recorded
- [ ] Definable Searches
  (inc. call handovers between agents)
- [ ] Secure Remote Access

Management Features

- [ ] Analogue or Digital (BRI/PRI-ISDN/DASS2) multi-channel Voice recording and logging
- [ ] 4 to 256 ports per chassis
- [ ] Unlimited multi-system expansion
- [ ] Superior Voice recording quality
- [ ] Storage at 64, 36 and 8 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

"The complete recording solution for any organisation with call centre requirements."

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For a detailed technical specification, please visit our web site at **www.oak.co.uk/provoiceenterprise**

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