

ProVoice



The ultimate in professional voice recording

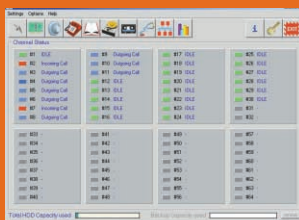
Financial Institutions conduct a substantial proportion of their business over the telephone and increasingly rely upon the ability to record, store and retrieve voice data transactions in a timely, reliable and efficient manner.

The frenzied pace of trading in today's global markets for banks, brokers, traders, insurance companies and other financial enterprises, means that customer service, order accuracy and regulatory compliance are more crucial than ever. The smallest communications lapse can cause major problems unless detected and corrected.

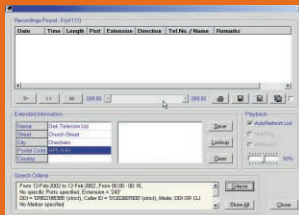
To stay on top, you need a reliable voice recording system that is user-oriented, technologically advanced and geared to meet strict regulatory requirements.

oak

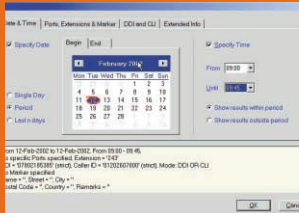
Definitive Communications Management



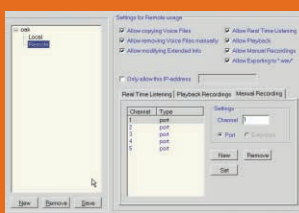
Incoming/outgoing Call status



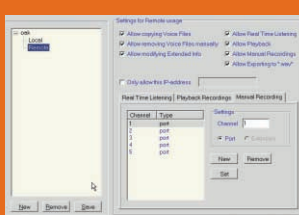
Local and remote Voice recording management, searching and playback



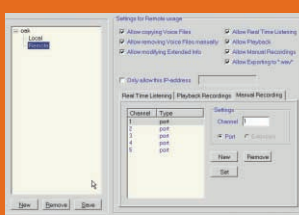
Search options dialogue



User management and security



Call Detail Records and Statistics



Configuration management

- Unlimited multi-system expansion
- 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
- Local or LAN/WAN Call playback and monitoring
- Call statistics and advanced system management reporting functions
- Extensive Search, Filter and Record marking capabilities

Hardware/Software

- 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

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 Center 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.

Features and Benefits

Provoice offers trading floor record, replay and analysis solutions that captures all telephone activity, to give you confidence in

- Dispute resolution
- Risk Management
- Compliance with legislation
- Internal auditing
- Re-confirmation of major orders
- Transaction verification
- Protection against liability posed by lost or misinterpreted voice communications
- Compliance with legal regulations
- Re-confirmation of major orders
- Dispute resolution in the event of client complaints
- 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

Safeguard Your Verbal Contracts

Whenever a broker makes a deal on the customer's behalf, they are creating a "verbal contract". ProVoice not only records and archives, it quickly retrieves the data if a dispute occurs.

Increase Revenue through Effective Training

To maintain a high level of customer satisfaction, your business must have tools in place to manage your customers' experience. The ProVoice solution gives you the tools to evaluate and improve your centre's business operations.

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Definitive Communications Management