

ProVoice



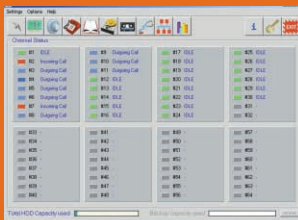
The ultimate in professional voice recording

All aspects of the Healthcare sector, from Hospitals to Medical Centres, rely on providing accurate information to callers.

Many Healthcare centres are replacing their older generation reel-to-reel call recorders with digital solutions that are more reliable, more accurate, faster and easier to use. Oak Telecom designed their solution to be user friendly. Unlike reel-to-reel recorders that require a number of steps in order to retrieve a record, ProVoice retrieves records in seconds. Built around the familiar Microsoft NT/2000, if you can use the Internet, you can use ProVoice.

oak

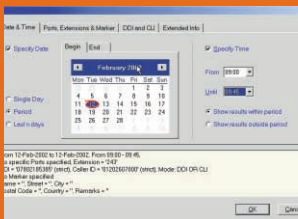
Definitive Communications Management



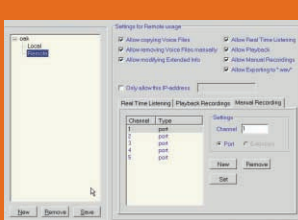
Incoming/outgoing Call status



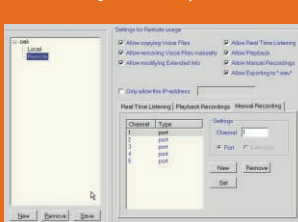
Local and remote Voice recording management, searching and playback



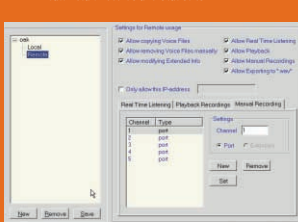
Search options dialogue



User management and security



Call Detail Records and Statistics



Configuration management

- 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

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

Callers can sometimes be distressed and what they actually say isn't necessarily what they mean to say. This sets the foundations for inaccuracies that can often result in litigation. In emergency situations, fast and accurate retrieval of information can be the difference between life and death. Voice Recording narrows the margin for error by giving the call handler the peace of mind that each conversation can be easily retrieved and replayed at any time.

After a situation has been handled, there are sometimes questions regarding the sequence of events, the procedural actions taken, or the timeframe between the initial call and the response, etc. For this reason, voice recording in the Healthcare sector has become an imperative.

- Protection against liability and incident investigation (provide accurate data for court summaries, authority reviews and customer claims)
- Auditing purposes
- Regulatory concerns
- Employee training (playback of key situations and call-handling scenarios)
- Performance monitoring

Features and Benefits

- Analogue or Digital (BRI/PRI-ISDN) 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

CUSTOMER SERVICES

7 ALBANY PARK CABOT LANE
POOLE BH17 7BX
T 01202 607000
F 01202 607001
E support@oak.co.uk

SALES & ADMINISTRATION

THE BURY CHURCH STREET
CHESHAM HP5 1HH
T 01494 792777
F 01494 786099
E sales@oak.co.uk

www.oak.co.uk

For detailed technical specification, please visit our website at www.oak.co.uk

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