

ProVoice DX30SE



The ProVoice DX30SE Digital Voice Recorder makes all the benefits of professional, centralised call recording available and affordable to ALL organisations. With the ProVoice DX30SE Call Recording has never been simpler. Can you really afford not to?

The ProVoice DX30SE offers blanket recording for any business with a Primary Rate (ISDN30) connection at an affordable price offering complete protection for all your telephone based activity. The DX30SE offers the greatest protection to your business as all calls are encrypted and tamperproof and, therefore, admissible in a court of law. No more “Who said what to whom” disputes as the DX30SE captures every single telephone call whether outbound or inbound.

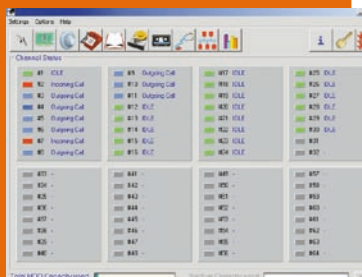
With all your calls recorded you can enhance your business in ALL the following areas:

- Resolution of disputes
- Train & coach your staff
- Monitoring customer service
- Enforce telephone standards
- Compliance with Regulatory Bodies
- Verification of verbal orders/instructions
- Clarification of quantities/specifications
- Reduction in non-work related phone activity

All calls are instantly streamed, via proven USB-technology, to the ProVoice recording server.

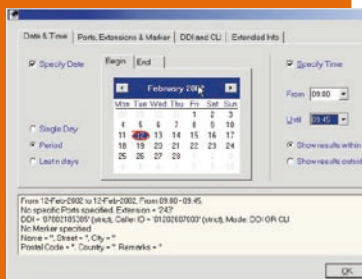
Main Screen

Due to full decoding of all the D-channel ISDN information all calls can be found using any combination of the extensive call criteria including :-
Date - Time - Duration
Call Direction - Channel Number
Dialed Number - CLI/DDI - Notes



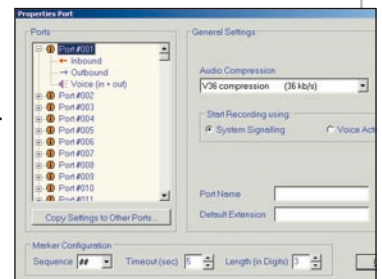
Search Options

CLI/DDI enriched Call Detail Records. Secure, encrypted recording storage. Call statistics /advanced system management reporting.



User Management

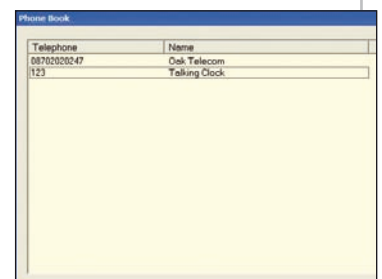
Standard Windows XP system. Caller's Phone Number (CLI) is automatically processed and linked with database information.



Phonebook

Phone Book support in which:

- You can import your own address database 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)
 - Outbound or Inbound calls
 - Telephone number and Markers





With the ProVoice DX30SE Call Recording has never been simpler. **Can you really afford not to?**

Management Features

The unit has an entry level of 8 ISDN30 channels and is software upgradeable to a fully populated ISDN pipe (30 channels) to ensure your investment is protected.

The ProVoice DX30SE allows you to:

- Refer back to telephone conversations as quickly as you already do with emails
- Present a professional telephone image as you do with marketing literature
- Improve staff training technique
- Playback calls recorded within the last 100 days

User Features

- The ProVoice DX30SE connects to a single ISDN30 pipe and will monitor 8, 16 or 30 channels dependent on model. Every call, inbound or outbound, made via these telephone lines will be recorded and streamed to the nominated recording server via proven USB technology
- Locating the exact call could not be simpler using the CallPlayer Windows retrieval software and combination of searchable fields

System Features

- Available in 8, 16 or 30 channels
- Field upgradeable
- 100 days worth of call playback
- PRI Lines (T1, E1, DASS)
- Simple USB Connectivity
- Neat and compact
- Encrypted/Tamperproof recordings
- Centralised storage

