

ProVoice IP



ProVoice IP call recording, fully featured software based VoIP recording for IP PBX's and trunks

ProVoice IP provides call recording for your existing IP PBX. Using packet sniffing technology ProVoice IP software records and monitors calls without interfering with the IP PBX. This is achieved by monitoring VoIP packets using port mirroring on the data switch connected to the IP PBX.

ProVoice IP Capabilities: The software platform gives administrators the ability to select which agents IP recording licenses are assigned to.

ProVoice IP Server: Each VoIP packet that goes to and from the PBX is mirrored to the ProVoice IP server. The packets are then reassembled into a recorded call; the file is then encrypted, compressed and stored for future retrieval.

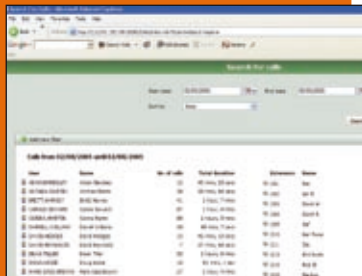
Secure Recording: ProVoice IP records using secure encryption to meet stringent legal and regulatory requirements. This is to ensure that call recordings, once created, cannot be secretly altered or edited.

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: Starting at 5 users ProVoice IP is a software solution that can cater for PBX growth and recording requirements. In place is a simple upgrade process that will allow you to expand the recording system as your company grows.

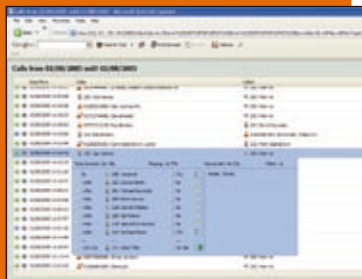
Main Screen

Extensive Search, Filter, Storage marking capabilities with Call Archiving option. API for customised client tools with Selective deletion by port, extension number, CLI or DDI. Real time call flagging and Extensive alarm features for fault tolerance using sound and email.



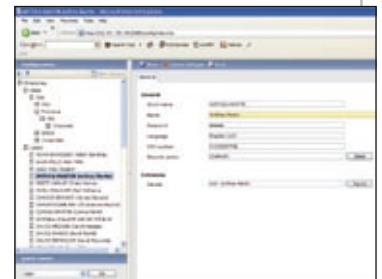
Search Options

Customised LAN integrated applications with Mixed analog/digital ISDN configurations. CLI/DDI enriched Call Detail Records, Secure, encrypted recording storage and VoIP streaming for remote users and Call statistics /advanced system management reporting.



User Management

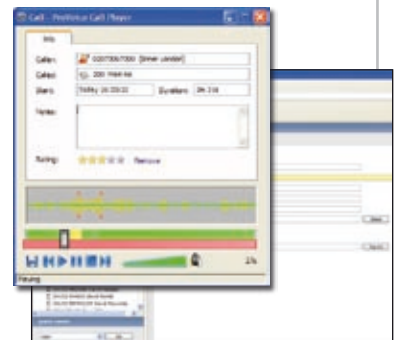
Standard Windows system and network utilities with Voice over IP (VoIP) real-time listening and monitoring Caller's Phone Number (CLI) is automatically processed and linked with database information. Mixed-mode line configurations are supported with a single system.



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)
 - Port (extension or CO lines)
 - Outbound or Inbound calls
 - Telephone number and Markers





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

Management Features

- IP recording as well as Analog or digital (BRI/PRI-ISDN/DASS2) multi-channel Voice recording and logging
- 5 to 200 channels per chassis
- Unlimited multi-system expansion
- Superior Voice recording quality
- Storage at 64, 36 and 8 kbits/s
- Encrypted secured Voice file storage and playback
- Fully configurable recording parameters
- LAN call playback and monitoring
- Advanced User, Application and Security/Access management
- Automatic multiple Hard Disk content and capacity management

- Full suite of recording and monitoring software to improve your organisation
- History of proven reliability with years of experience

User Features

- Extensive Search, Filter and Storage marking capabilities
- Web Interface for remote call retrieval
- Selective deletion by port, extension number, CLI or DDI
- Mixed analog/digital ISDN configurations
- CLI/DDI enriched Call Detail Records
- Attach to email/export functionality

System Features

- G711/G729 audio support
- Stereo recordings (for two party calls)
- CTI Integration where available
- Packet sniffing technology
- Multi site recording
- Proven and Reliable Solution

