

## Telephone System Voice Recording

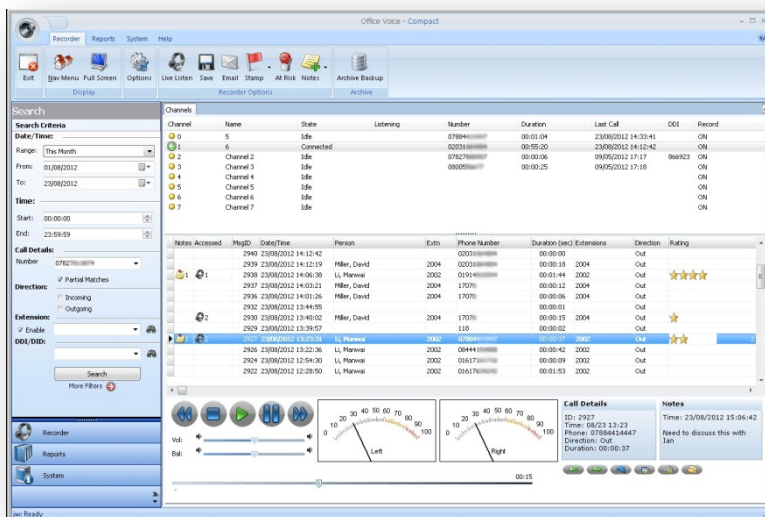
An entry level business grade voice recording solution for telephone systems. Office Voice Compact is part of the Office Solutions range of business communication software.

Available as; USB module with software or PCI card, software and application server PC. Office Voice Compact is a professional client server software application, specifically designed for small and medium sized businesses that need to record calls for; regulatory compliance, to aid dispute resolution, to improve operational performance or to protect your organisation and employees.

Office Voice compact is easy to use but not light weight in any way; it can record every conversation on your telephone system. It has an MS SQL database for fast, scalable and efficient retrieval and playback. Each recording is tagged with extension details of who made or received the call, where the call was made to or from, the duration, the line and DDI/DID number that was used.

### Office Voice Compact allows you to:

- Easily search for and playback any call recording
- Send recordings by email
- Record Analogue/ISDN/SIP lines or Analogue/Digital/SIP extensions
- Stamp recordings with a star rating
- Add notes & bookmarks to recordings
- Secure 128 bit encrypted recordings
- FSA and PCI compliant
- Manual or automatic pause/resume recording
- Full audit trails for each recording
- Scheduled onsite or offsite archiving
- Includes business Call Reporting



Easy to use familiar MS Office 2010 'Look and Feel'

Compact but fully featured

Find and play any call recording

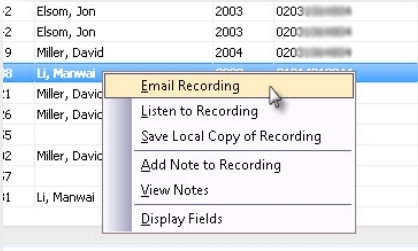
Instantly see recording data

Apply bookmarks and notes to recordings

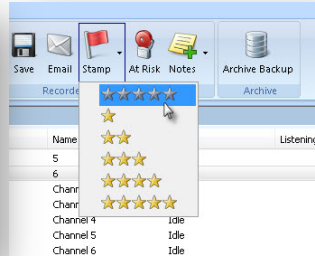
Office Voice Compact has a familiar MS Office look and feel, with clear ribbon menus and simple but powerful and flexible search facilities, allowing you to easily locate any recording. You can add notes, bookmark, and star rate and even email copies of recordings. Each recording is encrypted for safe tamperproof storage. Recordings are stored on a PC application server allowing client software to be installed on any networked PC. Password, user and administrator logon ensures appropriate, controlled and safe access to recordings. All recordings are stored to hard disk with automatic scheduled or manual archiving. Recordings can be stored on a separate networked server, NAS device or portable media either locally or offsite.



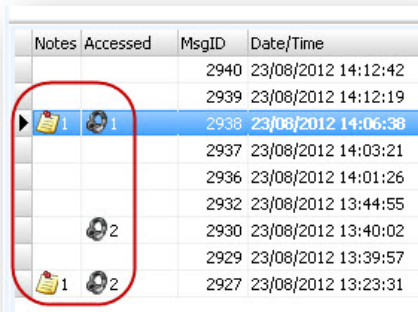
**Ribbon style menu gives quick clear access to features**



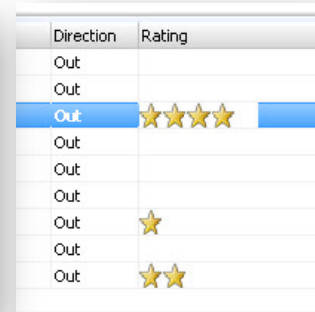
**Email recordings from ribbon menu or right click recording**



**Stamp recordings for easy recognition**



**Add & read notes for recordings, see if and how many times recordings have been accessed**



**Set a star rating for recordings**

## Why do you need to record calls?

Office Voice Compact is the definitive way to generate permanent records of transactions over your telephone system. Also with the ability to monitor and capture information live as the call is happening, which builds a high-value means to understand how your organisation records data, its accuracy and, above all, a way to correct problems quickly and effectively.

Businesses and organizations record their voice calls and data for a variety of reasons, this is often simply as a consequence of the business in which they operate. However voice recording and monitoring call data in real time can benefit any business that uses a telephone system helping the business to operate more efficiently and competitively.

## Affordable and cost effective

Small and medium businesses, contact centers and branch offices have many of the same call recording requirements of larger organizations and enterprises. Traditionally, smaller businesses have had to compromise capabilities, capacity or quality of recording equipment and setup as the solutions and facilities needed are extremely cost prohibitive. Office Voice Compact offers a very cost effective comprehensive yet advanced but easy-to-install software solution. Although specifically built for small and medium size businesses Voice Compact has the ability to easily expand both in capacity and features as organizations expand and grow.

## Contact your CommSoft RMS dealer or get more information from:

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