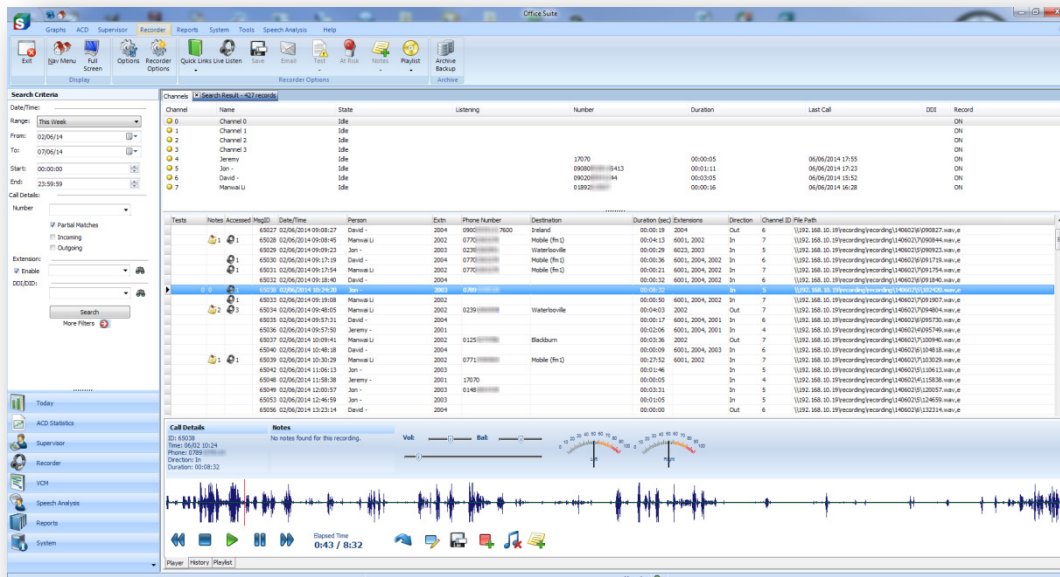


Integrated Voice Recording Analytics

The ultimate integrated voice recording solution for business telephone systems. Office Voice Ultimate is part of the Office Solutions range of business communication software.

Voice recording with extensive analytical tools providing management with; information on key performers, where the most activity is taking place, where there is a need to deploy resource, train and develop staff. Identify which business applications are being used, which activities are being undertaken on a daily basis and identify where any problem areas are. In business productivity is paramount, integral monitoring and reporting gives the information needed to easily analyse and improve productivity. Check sales teams for quality control, grade on market knowledge and professionalism providing key information to assist staff appraisal and development.

Office Voice Ultimate is provided as a complete audio recording, monitoring and reporting system, comprising of; software and application server with client software deployed on any networked PC. Scalable and flexible to fit any size and type of business from small single sites to multi-sites and larger corporate environments. Record calls for; regulatory compliance, to improve operational performance or aid dispute resolution.

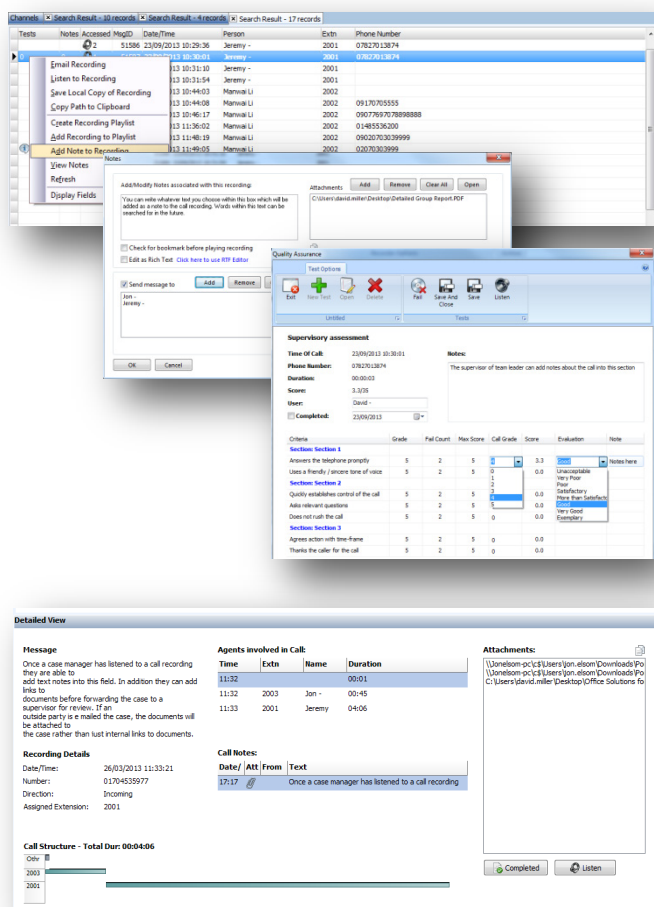


Office Voice Ultimate is easy to use and extremely powerful; it can record every conversation on your telephone system. An MS SQL database keeps track of voice recordings for fast, efficient retrieval and playback. Each recording is tagged with extension details of who made or received the call, where the call was made to or from, the duration, the line and DDI/DID number that was used.

Some of the extensive features Office Voice Ultimate provides:

- Easily search for and playback any call recording
- Send recordings by email
- Record Analogue/ISDN/SIP lines or Analogue/Digital/SIP extensions
- Apply fully configurable Quality Assurance grading
- Add notes, bookmarks, files and documents 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 extensive business Call Reporting

Office Voice Ultimate has powerful and flexible analytical and management facilities such as; fully configurable QA grading of recordings and extensive Voice Case Management allowing you to easily build a comprehensive voice case around any recording, attach files and documents to whole or individual parts of a recording then distribute, and manage via email.



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

Apply configurable quality assurance grading and scoring to recordings allowing agents to be graded on their market knowledge and professionalism

Use Voice Case Management (VCM) to build distribute and manage complete cases with voice recordings, associated files, documents and notes attached to each case

Each recording is encrypted for safe tamperproof storage. Recordings are stored on an 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 128 Bit encrypted and 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.

Why is integrated voice recording important?

It's one thing to be able to generate audio voice recordings, then to be able to efficiently locate any required recording, but to be able to use this as part of a powerful business analytical system is what sets Office Voice Ultimate apart from virtually any other voice recording system. As well as the extensive features provided by Office Voice Ultimate it can also be licenced to seamlessly integrate and work with additional Office Solutions modules such as; Office Speech Analysis "voice to text" using Nuance™ transcription, Office Pro call centre monitoring & reporting, Office CTI, Office Screen recording and Office Campaign dialling.

Running a business is tough having the write information is essential Office Voice Ultimate provides businesses with the information they need to compete with and keep ahead of the opposition.

Contact your CommSoft RMS dealer or get more information from:

USA and Canada

T: +1 919 586 7300
E: sales@commsoft-rms.com
W: www.commmsoft-rms.com

UK and Europe

T: +44 (0) 3330 121 121
E: uksales@commsoft-rms.com
W: www.phoneofficesolutions.co.uk

Australia, NZ and APAC

T: +61 (0) 7 5495 8846
E: sales@commsoft-rms.com
W: www.commmsoft-rms.com