



Completely Integrated

Telephone system voice recording with integrated analytical tools including a “Today Screen” graphical dashboard. Providing not only 247 encrypted audio call recording to maintain compliance and drive customer service but also the ability to monitor and report on telephone and business activities improving and sustaining business performance.

Office Voice Ultimate is part of the Office Solutions Version 9.0 range of business software solutions, with a choice of Microsoft or Google interface themes and styles providing an easy to use and familiar desktop environment.

Monitor Business Processes

Instantly get information on key performers, where the most activity is taking place, where there is a need to deploy resource or train and develop staff. Find out which business applications are being used, which activities are being undertaken on a daily basis and identify where any problem areas are. Check your sales teams for quality control, grade on market knowledge and professionalism providing key information to assist staff appraisal and development.

Flexible and Comprehensive Solution

Available as USB recorder module / PCI card and software or as a complete turnkey solution with pre-installed software on application server PC. Both options can have client software installed 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 business performance and or aid dispute resolution.

The screenshot displays the Office Voice Ultimate software interface. At the top, there is a menu bar with options like File, Graphs, Recorder, Reports, System, Tools, Speech Analysis, and Help. Below the menu is a toolbar with various icons for navigation and actions. The main area is divided into several sections:

- Search Criteria:** A sidebar on the left with filters for Date/Time (Range, From, To, Start, End), Call Details (Number, Partial Matches, Incoming, Outgoing), and Extension (Enable, DDI/DID).
- Channels:** A table showing search results for 421 records. The table has columns for Tests, Notes, Accessed, MegID, Date/Time, Person, Extn, Phone Number, Destination, Duration (sec), Extensions, Direction, Channel ID, and File Path.
- Call Details:** A window at the bottom showing details for a specific call, including ID, Time, Phone, Direction, and Duration. It also features a waveform player with playback controls and a volume level indicator.

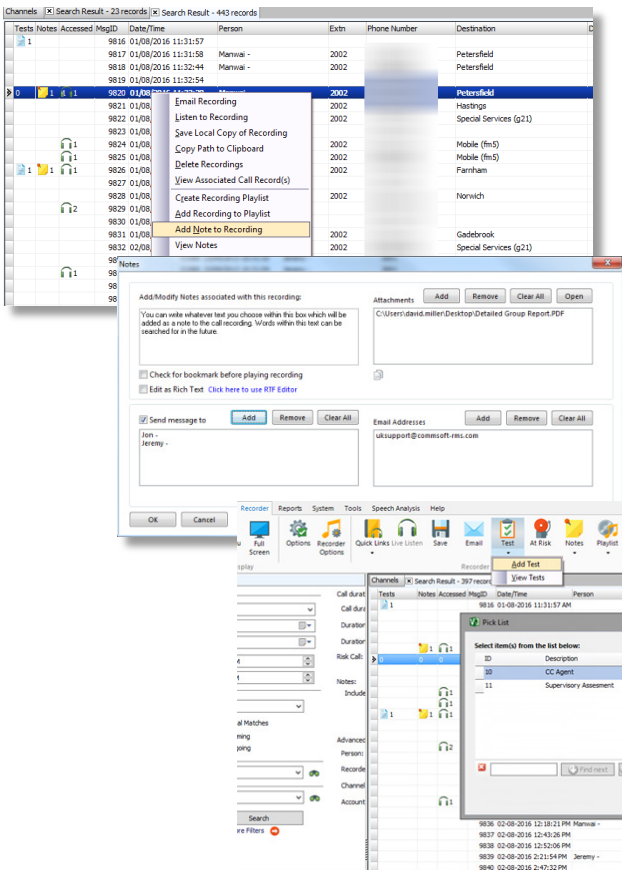
An MS SQL database keeps track of voice recordings for fast, efficient retrieval and playback. Each recording is tagged with extension details of who made or received the call, where the call was made to or from, the duration, the line and DDI/DID number that was used.

Powerful and Extensive Analytical Features

Office Voice Ultimate has management facilities such as, fully configurable QA grading and scoring of recordings and extensive Voice Case Management facilities 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.

Some Office Voice Ultimate Features:

- 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



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

Apply QA scoring to recordings allowing agents to be graded on their market knowledge and professionalism

Why is Integrated Voice Recording Important?

It's one thing to be able to generate encrypted 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 other voice recording systems. As well as the extensive features provided by Office Voice Ultimate it can also be licenced to seamlessly integrate and work with other 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.

Office Voice Ultimate™ is the definitive voice recording and analytical solution, monitoring, improving and maintain business performance.

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