

Voicer Call Recorder (CR)



Voicer CR is a modular, flexible voice recorder, Live-monitoring and call archiving system.

Besides being fully prepared for all your current and future needs, it also offers you a superior voice recording quality and very large recording capacity.

It is the most cost effective voice recording solution available on the market today.

You will instantly find what you are looking for:

- ❖ Quality and Service assurance
- ❖ Verbal Transaction Recording
- ❖ Employee Training and Efficiency improvements
- ❖ Follow-up information
- ❖ Order confirmations
- ❖ Call/Contact Centre Recording and Monitoring
- ❖ Legal, Financial and Stock Compliance

User Friendly

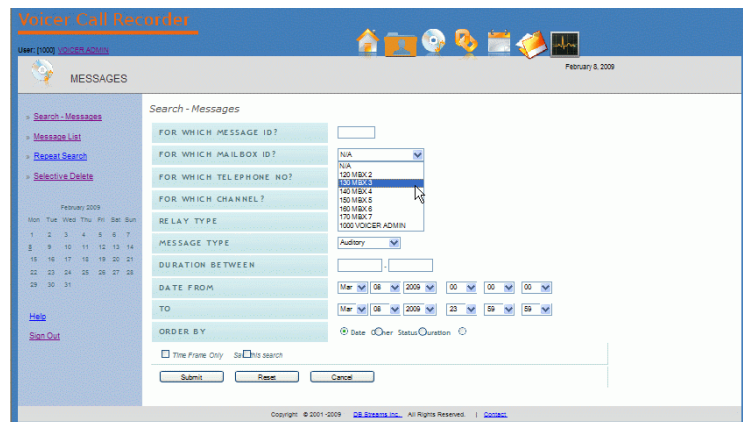
System users, supervisor, and administrators will enjoy the user-friendly interfaces, operation and configuration of Voicer CR. LAN or WAN based searching, Playback, Monitoring facilities are made available to all authorized personnel.

Live Monitoring

'Live Monitoring' allows authorized users to listen to calls from a specific extension or terminal as they are recorded. Live monitoring is useful in real-time monitoring and escalation; it enables authorized users to hear what is being said and have a more complete perspective of an event as it happens.

Scalable

You will have several choice of system configurations, ranging from just a low-cost-4-line system up to the recording and monitoring facility of 69 lines per industrial Rack Mount Voicer CR system. There is no limit to the number of Voicer CR systems and telephone lines which can be used per site, since they can all be incorporated together and accessed through your central LAN.



Voicer gives you a flexible answer to voice recording, storage and retrieval.

For more information on Voicer Call Recorder please call a representative at (866) 542-0034, or, visit us at www.voicer.ca.

Voicer CR Features

- Records telephone conversations. Stores them in your system as standard sound (WAV) files.
- Plays an instructional disclaimer automatically prior to recording to inform the caller that recording is in place.
- Provides high quality of recording with an AGM (automatic gain control).
- Labels incoming calls with Caller ID, automatically.
- Offers full-time, on-demand, criteria-driven or scheduled recording.
- Supports simultaneous access, for multi-users to operate, record and replay their conversations.
- Has logical and easy to navigate web-based user interfaces.
- Permits users to access and retrieve recorded files from any location through the Internet or local network.
- Provides high security and control over authorized access to the recordings.
- Allows users to back up or copy recordings to CD-R/CD-RW, Flash Disks etc..
- Permits users to annotate audio recordings before, during and after the recording session.
- Supports recording files database search by time of call, caller ID, duration, outbound, inbound number, or extension.
- Has Live Call Monitoring feature allowing observation of the activities on the telephone lines to the system administrators.

Voicer CR System Specifications

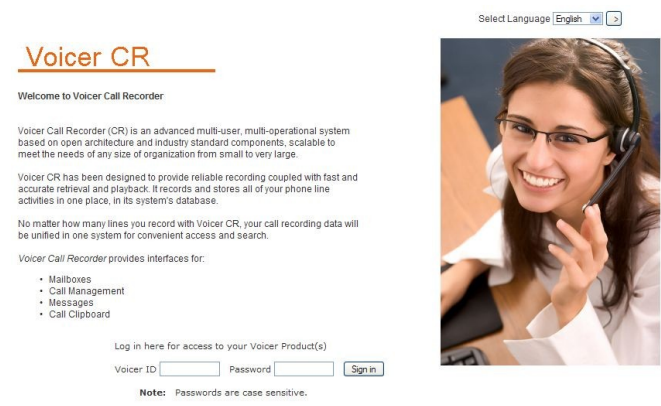
Voicer Call Recorder (CR) is an advanced multi-user, multi-operational system based on open architecture and industry standard components, scalable to meet the needs of any size of organization from small to very large. It has been designed to provide reliable recording coupled with fast and accurate retrieval and playback.

The system's modular design with open architecture allows seamless integration of the core Voicer functions into the primary business applications of your office. Voicer CR hardware has a small footprint, and can easily fit into the existing computer and telephony network. The system is compatible with any analog telephone equipment.

Voicer CR system is administered and managed through web-based interfaces. Administration and operation menus support the customization and set-up of the recording process for each user (mailbox) and allow attaching specific predetermined data to each recording. Storing, saving, reviewing, and deleting the recorded files can be carried out with a simple mouse-click.

Voicer CR has a complimentary Customer Relationship Management (CRM) application, which helps users to track their client records, and attach notes, contacts, or other relevant information to the recordings. With its logical, easy to navigate interfaces, Voicer CR offers increased productivity and simplified user-friendly operation.

Voicer CR is available in VoIP, PRI/E1/T1 interfaces or VOIP and supports up to 400K hours of recording storage. Both the ports and voice recording storage can be upgraded easily at your location, as required.



Select Language [English] ▾

Voicer CR

Welcome to Voicer Call Recorder

Voicer Call Recorder (CR) is an advanced multi-user, multi-operational system based on open architecture and industry standard components, scalable to meet the needs of any size of organization from small to very large.

Voicer CR has been designed to provide reliable recording coupled with fast and accurate retrieval and playback. It records and stores all of your phone line activities in one place, in its system's database.

No matter how many lines you record with Voicer CR, your call recording data will be unified in one system for convenient access and search.

Voicer Call Recorder provides interfaces for:

- Mailboxes
- Call Management
- Messages
- Call Clipboard

Log in here for access to your Voicer Product(s)

Voicer ID Password

Note: Passwords are case sensitive.

Contact Us

If you have any questions about Call Recording and Voicer Call Recorder, please do not hesitate to contact us. You can also find more information on our website, www.voicer.ca.