

SmartVoice

Digital Multi-channel Voice Logging System

Product Brochure

PowerRec Voice Recording Solution

SmartVoice PowerRec is an award winning digital multi-channel voice recording system that enables you to record telephone communications in a quick, easy and reliable manner. Our systems have been deployed in thousands of call centers, trading markets and other areas and have been proven to dramatically improve business performance and productivity. Unlike other companies, we offer the entire hardware-software solutions package inclusive of the recording server, client software, voice cards and PCI cards at a very affordable price



Powerful & Productive Features

- **Universal Compatibility** - Our products can be employed in virtually any environment including T1/E1 connections, VoIP, all types of Analog lines & Digital PABX connections; and various trigger modes including on/off hook, VOX, DTMF, Event trigger, CTI real time data & CDR capture
- **Superior Digital Performance** - Our servers use advanced compression techniques to digitize and compress incoming voice packets and archive them on various media storage devices within the server and the network
- **Versatile Playback Options** - The calls can be stored in various formats including the industry standard G.729 format and can be accessed through the web or local/mobile telephone networks.
- **Dynamic Search Options** - including incoming caller ID, DTMF, time, date, agent ID & custom made notes



- **Intelligent Disk management** - Automatic disk management without human intervention. Default option overwrites oldest records first.
- **Safe & Secure Data Storage** - We adopt stringent security measures to ensure data protection.

Customized Solutions for Call Centers



We are one of the few communication companies that cater primarily to the call recording needs of the contact centers. Hence all our products & services are highly localized and customized to suit your requirements. Moreover, our products are time-tested and widely used by numerous call centers all around the world. So, you can be rest assured that your investment in our solutions will yield a high return and greatly boost your business results and agent productivity.

Customer-Defined Features

- **Low cost** – We recognize the budget constraints of our customers and small contact centers and hence offer a **unique combination** of hardware and software packages for you to choose from.
- **Flexible & Universally Compatible** – Our products are **universally compatible** and can be **easily integrated** into your IT environment. So, you do not have to invest in additional software/hardware to ensure compatibility.
- **Easy to Install & Use** – Our design is highly **customer centric** and our products can be installed within a few hours. Moreover, our products are **user-friendly**, so you do not have to spend a lot of time to train your employees in using them.
- **Safe & Secure** – Apart from offering basic **password protection**, we offer different privileges rights to different users in the call center environment – **administrator, user, agent and auditor**.

Potential Applications & Benefits

- **Call Evaluation** – As they say, **you can't manage what you don't measure**. Our recording solution provides you with an invaluable and **concrete tool** that lets you evaluate and monitor the customer interactions, agent performance, and overall quality of customer service.
- **Agent Evaluation & Training** – Train your employees by using real life examples and playing back **demonstrative** high quality customer interactions.
- **Regulatory & Legal Compliance** – In today's complex world, it has become increasingly necessary to record calls and other types of customer interactions for **legal compliance** as well as for **risk minimization**. Our powerful and reliable data storage lets you document and archive the calls for future reference.
- **Improved Customer Satisfaction & Employee Productivity** – Our products have been proven to improve **overall customer satisfaction levels** (through increased monitoring) and **employee productivity** (through increased evaluation).

Tailor-Made Products for Financial Markets

With our central office in the Asian Financial capital - Hong Kong - we have a long experience of working on voice recording products and solutions for financial markets. We clearly understand the nature & the demands of the fast-paced financial & trading environment and have incorporated a number of useful features (like simple user interface, increased security & reliability) into our products to suit them.



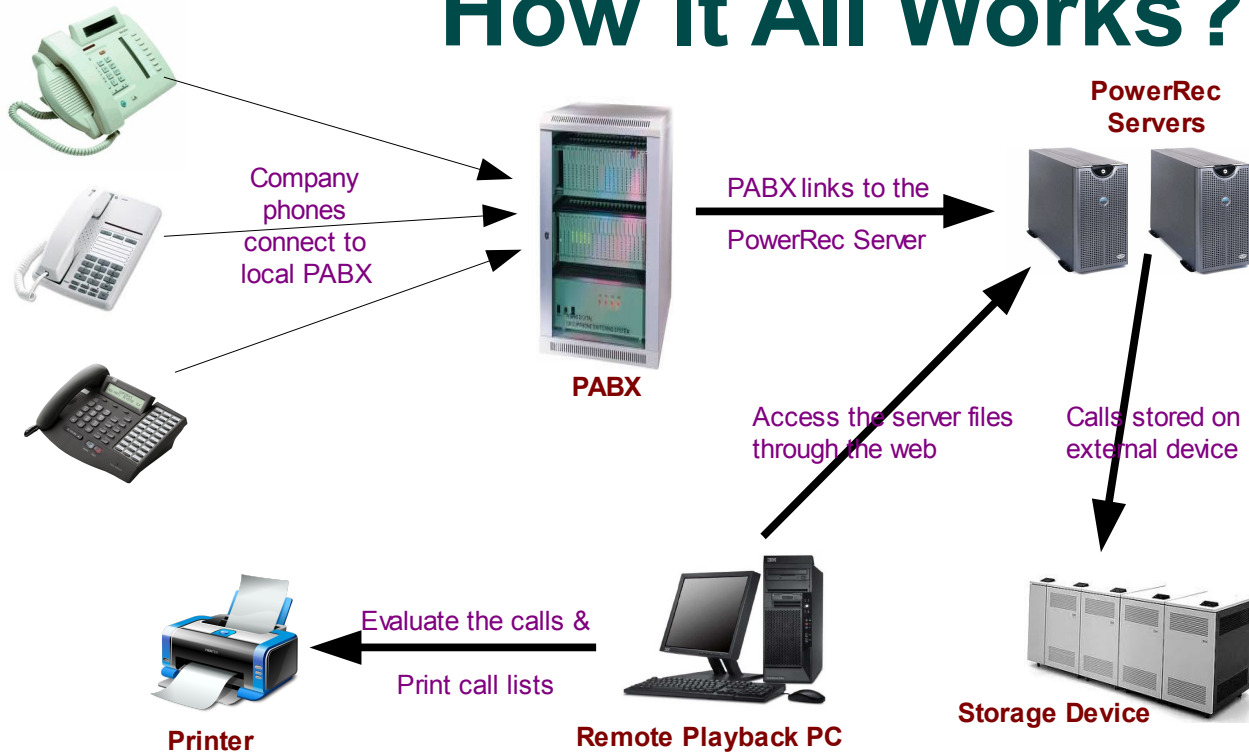
Optimized & Functional Features

- **Increased Security** – Recognizing the stringent security requirements of financial and trading markets, we have adopted a number of rigorous security measures including **multilevel password protected server access** and secure data transmission and storage.
- **Reliable & Dedicated Servers** – Our **award-winning** PowerRec servers are highly dependable and offer a secure storage environment for your all-important data. We even back-up your back-up, so you can be rest assured that your data will never get lost.
- **Simple User Interface** – Recognizing the non-technical background of our users, we have designed our system in a very **user-friendly** manner. Moreover, our systems require minimal training and can be easily installed. We also offer detailed help and installation manuals along with our products.
- **Increased Risk Management** – Our system offers “**Event Logs**” function that helps you monitor and record the status of the system, date & time of user login, and channel status. “**System Alerts**” function informs the administrator immediately in case of malfunction.

Potential Applications & Benefits

- **Call Documentation** – It has become an **increasingly common practice** in the financial services industry to record and document the calls and other communications. In some cases, it has even been adopted as a **legal and regulatory standard**.
- **Reduced Risk & Liability** – By storing the calls, you can avoid the **inherent risk** present in voice communications and provide concrete evidence in case of litigation and other legal matters.
- **Dispute Resolution** – You can amicably **resolve** internal as well as external disputes arising due to communication gaps and misinterpretation. You can leverage on the **concrete evidence** (original communication) in case of critical disputes and disagreement
- **Verification of Important Data** – Our system enables you to **reconfirm, document** and **verify** the important financial and trading transactions data for future reference.

How It All Works?



Technical Specifications

- Supports **Analog Interface** (Telephone & Microphone), **Trunk Interface** (E1/T1), **Digital PABX Interface** (Avaya, Nortel, Harris, Mitel, Siemens, Alcatel, Ericsson, NEC, Panasonic, Toshiba, Samsung, LG, Philips_2, Philips_4, IWATSU, Tadicom/Tadiran, Coral, eON, TECOM & ISDN) & **VoIP** (Siemens, Avaya, Alcatel, Tadiran, Mitel, Cisco, Hua Wei, Asterisk, NEC & Toshiba)
- Supports **4 – 128** channels and offers **28000 hours** of channel storage
- **19 inch** Rack-mount server operating on **Windows 2000/XP Professional/2003 Server**
- **Multiple Recording Trigger** – Voltage, DTMF, VOX, CTI
- Remote Access – **Client** Access & Playback, **Web** Access & Playback & **Phone** playback

About SmartVoice

SmartVoice is an award-winning multinational company with a long experience in the field of voice recording. We offer highly customized solutions such as IVR, UMS & PowerRec which have been proven to improve efficiency of business operations. We are highly customer centric and offer powerful voice solutions to suit your business needs.

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