CALL RECORDER

Voicer™

Call Recording System – Voicer

What is Call Recording (CR)?

Call Recording is the process by which a telephone conversation between one or more participants is recorded for future reference along with a log of the other data such as the time, duration and endpoints of calls.

Call Recording can be an added value for any office or organization that requires advanced security, high quality recording, and handles large volumes of verbal recorded data.

What advantages does Call Recording offer?

- **Security/Liability:** Settle disputes quickly and save on insurance expense by limiting or reducing risk and liability. Fast and accurate recall of recorded conversations provides you with the proof.

- **Call Accounting:** Have complete call information at your fingertips; archive all important conversations to save time and money. No need to rely on manually recorded notes.

- **Legal Compliance:** Meet your legal and contractual obligations.

- **Employee Training**: Get important information on employees' communication skills to help them to improve.

- **Quality Assurance**: Capture the callers' experience by monitoring the call handling.

- **Customer Satisfaction:** Improve customer loyalty by creating the professional image of your company or organization.

DB Streams offers a contemporary solution for Call Recording operations:

Voicer Call Recorder (CR is based on standalone server. Voicer CR would be a good investment for your company or your organizations' communication system and can be delivered as an off-the-shelf product in one compact system, installation included.

BENEFITS

Centralized Recording

Voicer CR records and stores all of your phone line activities in one place, in its system's database. No need to buy a separate call recorders or special devices for every line or extension. 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.

Instant Access

Access recorded telephone conversations instantly at any time from any computer. Search large archives quickly and efficiently to retrieve lists of recordings precisely matching your query. Voicer CR makes it all easy and comfortable for any user.

Easy System Administration

Voicer CR maintenance and daily operation doesn't require advanced technical skills or knowledge. System setup and management can be done through web-based user interfaces with a mouse-click.
It's as easy as managing your e-mails.

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 [ ]   Sign in

Note: Passwords are case sensitive.

Copyright © 2001-2009   DB Strong Inc.   All Rights Reserved. | Contact

---

Voicer CR System Specifications

Voicer/Call Recorder (CR) is an advanced, multi-user, multi-operational system based on open architecture and industry standard components. It is scalable to meet the needs of any 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 or PRI telephone interface.

The 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 specific predetermined data to be attached to each recording. Storing, saving, reviewing, and deleting the recorded files can each be carried out with a simple mouse-click.

VOICER ▲ web: www.voicer.ca ▲ toll-free: (800) 284-4030 ▲ email: info@voicer.ca
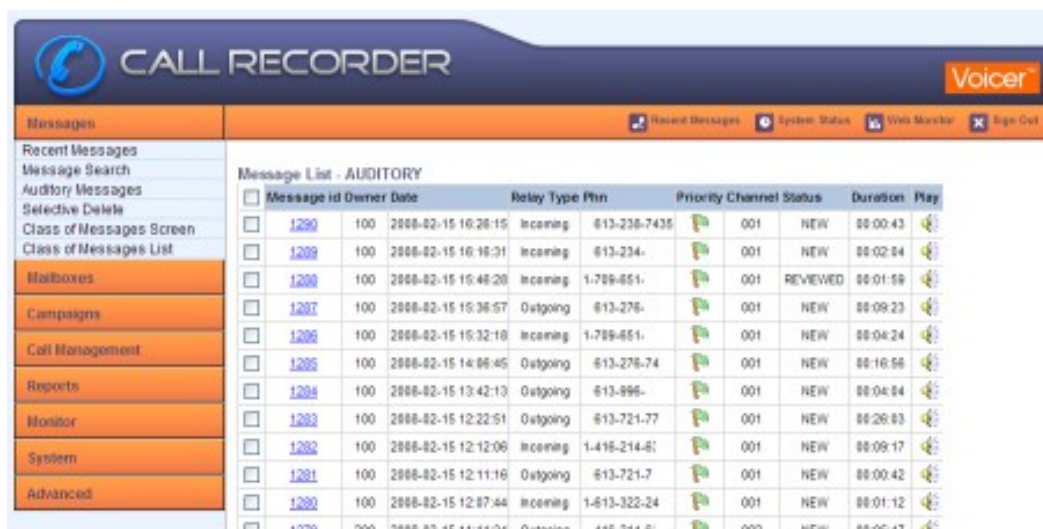
With its logical, easy to navigate interfaces, Voicer CR offers increased productivity and simplified user-friendly operation.

As with all of our products, Voicer CR is expandable and can be specifically tailored to your needs.

- *Pre-Installed, Ready to Run*: Your entire system will arrive pre-installed, ready to connect.

Configuration is simplified.

Unlike the majority of call recording technologies, Voicer CR does not occupy your server's storage, and does not require any other additional hardware. Voicer CR is self-contained turnkey solution.

Voicer CR is available in 4, 6, 8, 12, 24, 48 line or PRI interfaces and supports 15,000 (standard and easily expandable) hours of recording storage. The line support and voice recording storage can be upgraded easily at your location or remotely where available.

Voicer CR Features

- Performs all recording simultaneously and undetectably. No disruption of any conversation.

- Records telephone conversations and stores them as a standard audio file format.

- Plays an instructional disclaimer automatically or on demand prior to recording to inform the caller that recording is in place.

- Provides high quality of recording with an Automatic Gain Control (AGM).

- Offers options of automated, on-demand, criteria-driven or scheduled recordings.

- Allows prioritized record tagging.

- Provides high security and control over authorized access to the recordings.

- Supports recording files to a database searchable by time of call, caller ID, duration, outbound or inbound number or extension.

- Provides a Live Call Monitoring feature allowing real-time observation of the activities on the telephone lines.

- Supports simultaneous access for multiple users.

- Operate, search and retrieve all conversations via easy to navigate web-based user interfaces.
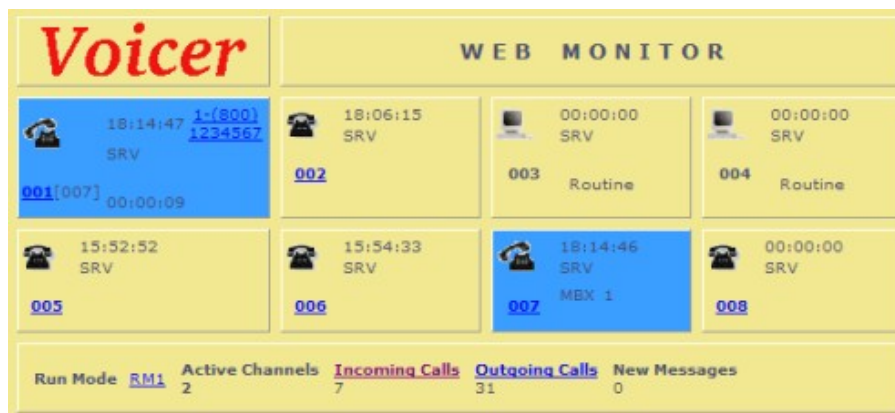
Contact Us

Your project is never too small or too complicated for us. We are just a phone call away.

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

Toll-free: (800) 284-4030

Email: info@voicer.ca

DB Streams is an Toronto based company providing enhanced telecommunication and database solutions. We are always within reach for all your technical support and customer service inquires. DB Streams puts effort towards and takes pride in being the developer and manufacturer of all in-house leading products and services in Canada. That gives us the freedom and flexibility to customize our solutions to meet each customer's unique needs and contribute our community. Please visit DB Streams' web site at www.dbstreams.ca for more information about all products and services offered.