



## LIBRA + LITE

Scalable voice logging solutions you can rely on



When telephonic interactions are your primary means of contact with customers, suppliers and other business stakeholders, voice recording solutions are vital. Mitigating the risks they introduce and complying with regulatory legislation are two of the most important reasons to implement voice recording. However, it is within these solutions' ability to enhance the quality of voice interactions, and to optimise the value of these to any business, that the value truly lies.



# Unlock the value of voice recording to mitigate risk, ensure compliance and improve customer service

The DataVoice Voice Recorder solution is a flexible, scalable, reliable and feature rich solution that delivers fail-safe and cost effective voice capturing for businesses of all sizes. Whether you have one telephone or thousands, Jasco's software-based solution and intelligent architecture offer the ideal solution. It can be used as a standalone system, or seamlessly integrated with a range of complementary solutions, including our management platform, quality management and screen recording systems. Jasco's commitment to on-going development ensures our solutions are always current and up to date to meet new technological, business and compliance demands.

## Features

- **Fully scalable for any sized business**  
A single server can host up to 1500 concurrent recordings, and multiple servers can be integrated for larger installations.
- **Industry standard security**  
Encryption provides secure access, transport and storage of data.
- **Support for various communication interfaces**  
Traditional and IP telephony as well as radio and mixed environments can be recorded on a single platform.
- **Modular design with open integration**  
Functionality can be adapted to meet changing requirements and can integrate into back-end systems such as CRM.
- **Redundant recording**  
For mission critical recordings, a second concurrent recorder at a disaster recovery site ensures failover and complete redundancy.
- **Digital signatures and tamper detection**  
Ensures the legality of recordings as evidence in a court of law.
- **Rule-based long term storage**  
Ensures data is protected, compliant and able to be restored back into the system.
- **Scenario recreation**  
Enables users to recreate a complete client interaction for effective performance management and improvement.
- **Intuitive web interface with multiple language support**  
Easy to use solution that permits authorised users to search and playback recordings.
- **Full integration with complementary solutions**  
Including the integrated management platform, screen recording and quality management solutions.
- **Remote management with alarm notifications**  
Health monitoring with daily email notifications and alarms via SMS or email ensure the health of the system.

## Benefits

- Flexible and scalable with multiple interface support to grow seamlessly with changing technology.
- Tailored solutions available for large enterprise, SMEs and distributed branch environments as well as everything in between.
- Low total cost of ownership.
- Tested for compatibility with a wide variety of major PBX brands.
- Rich functionality including search options with fast retrieval.
- Easy to implement, configure and use.
- Modular DataVoice components enable the Voice Recorder to grow into a full-featured enterprise solution.

Reduce risk by easily resolving disputes, with audit trails and secure access to protect sensitive information. Ensure that you meet legal and regulatory requirements. Optimise business processes by improving accuracy and troubleshooting process inefficiencies. With DataVoice you can leverage the benefits of voice recording not only for compliance and risk purposes, but to drive value as well.