

LIBRA

Powerful, scalable
interaction recording
solutions you can
rely on.

When voice and electronic interactions are your primary means of contact with customers, suppliers and other business stakeholders, recording solutions are vital. Mitigating risks introduced by these interactions, and complying with regulatory legislation are two of the most important reasons to implement interaction recording. However, where the value truly lies within these solutions, is the ability to enhance the quality of interactions, and optimise these interactions to create value for the business.



BENEFITS

Flexible & scalable with multiple interface support to grow seamlessly with ever changing technology.

Tailored solutions are available for enterprises, SMEs & distributed branch environments, as well as everything in between.

Affordable solution with a 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 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. Ensuring that you meet both legal and regulatory requirements while optimising your business processes by improving accuracy and troubleshooting process inefficiencies. With DataVoice you can leverage the benefits of interaction recording for compliance and risk purposes.

UNLOCK THE VALUE OF INTERACTION RECORDING TO MITIGATE RISK, ENSURE COMPLIANCE AND IMPROVE CUSTOMER SERVICE

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

FEATURES

- **FULLY SCALABLE** - Up to 1500 concurrent recordings on a single server, with multiple servers integrated for larger installations.
- **INDUSTRY STANDARD SECURITY** - Highest levels of encryption and authentication are deployed.
- **MULTIPLE COMMUNICATION INTERFACES SUPPORT** - Telephony, chat, email, social media and radio can be recorded on a single platform.
- **OPEN INTEGRATION** - Open integration for systems such as CRM, BI tools, WFM, etc.
- **REDUNDANCY & HIGH AVAILABILITY** - Various levels of redundancy and high availability are available.
- **DIGITAL SIGNATURES & 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 on demand.
- **INTUITIVE WEB INTERFACE** - Easy to use solution that permits authorised users to search & playback recordings.
- **COMPLEMENTARY SOLUTIONS** - Integrated management, screen recording and quality management solutions.
- **REMOTE MANAGEMENT WITH ALARM NOTIFICATIONS** - System health monitoring with notifications and alarms.

