

CSvoice

Voice Logging System

Robust Design, Affordable & User Friendly



- **Call center, Helpdesk, Hospital, Fire Station**
- **Recording instruction, clarification of quantities and specification**
- **Protection of staff from abusive/difficult customer**
- **Monitoring nuisance/ prank caller**
- **Monitoring staff performance for further improvement**
- **Financial Institution**



Voice Logging System

System Functions

- o CSVoice supports Window XP Pro / Vista Operating System
- o Record digital extension.
- o Support from 4 channels up to 160 channels in one system.

Data Storage & Back Up

- o Storage on PC hard disk, 280 hours per GB hard disk.
- o Back up storage device includes: DVD, CD/RW, DVD RAM Drive, Hard disk.

Live Monitor

- o All status of recording channel can be monitored simultaneously, and individual channel conversation can be heard via TCP/IP protocol & internet access.

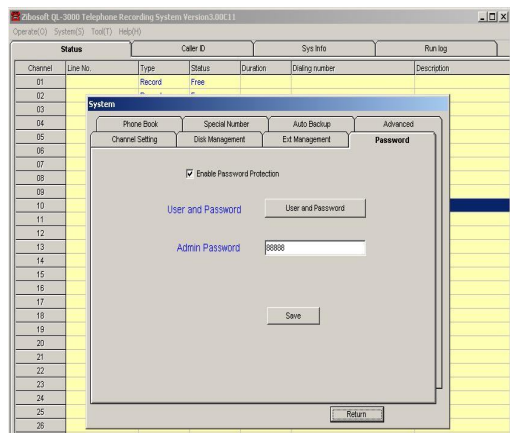
Record Search

- o Record format convertible to wave format.
- o Recording can be playback alternately in wave files format by Windows Media Player on PC (speaker required)
- o Powerful search by date, time, extension number, recording channel, caller ID, trunk line, dialed number

Channel	Line No.	Type	Status	Duration	Dialing number	Description
01		Record	Free			
02		Record	Free			
03		Record	Free			
04		Record	Free			
05		Record	Free			
06		Record	Free			
07		Record	Free			
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Access Security

- o Password available to prevent unauthorized employees from viewing and playing the recording
- o System administrator password assign different level of access right



PC Requirement:

- o Minimum Pentium IV and above, 512 MB RAM or above
- o 160GB harddisk support up to 44800 hours of recording
- o WIN 7 Pro/ 8 Operating System License

Hardware Specification:

- o 4, 8, 16,24 channels PCI & PCIE voice board
card size: 310mm (L) X 115mm (W)

Voice board power requirement:
+5VDC