

ProAgent

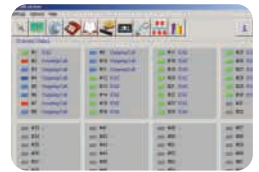
Entry level professional voice recording



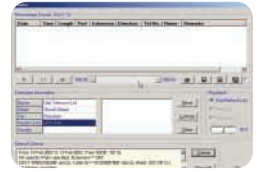
ProAgent

At last a truly cost effective call recording solution for those organisations wishing to record a group of telephone extensions rather than every telephone call on a system wide basis. Aimed at informal Call Centres ProAgent will record ANY extension regardless of switch type without any indication to the agent that their calls are being recorded. The system has the flexibility to alter the nominated extensions on a weekly basis giving you the control to monitor the extensions you want when you want.

Call Catcher



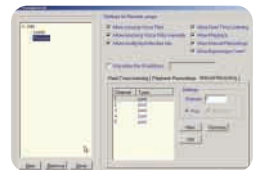
Playback



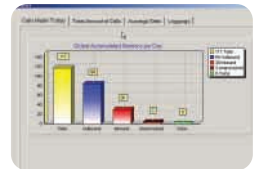
Search and Filter



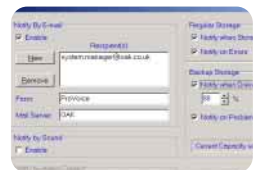
User Management



Statistics



Configuration Manager



CUSTOMER SERVICES

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Features

Based around standard PC architecture ProAgent is easy to use, the advanced search criteria make the location of the correct call a simple task. It even allows you to play calls back from your PC desktop as well as the ProAgent server itself.

Some of the key search criteria include :-

- Extension
- Call Direction
- CLI Number
- DDI Number
- Dialed Number
- Date
- Time
- Duration

Whatever your recording requirements, be it for compliance/regulatory purposes or for Agent evaluation/training, ProAgent will record and store over 1,000 hours worth of calls for instant retrieval using tamper proof recording technology.

Calls can be archived from ProAgent to CDR to ensure data reliability or to store calls long term once the on-line capacity has been exhausted. Starting from an entry level 4 Agent system, ProAgent will grow with your recording requirements up to a maximum of 16 Agents being concurrently recorded. A major breakthrough in recording technology now brings you the features you require at an affordable price.

Applications

- Call Centre Recording, Logging and Monitoring
- Quality and Service assurance
- Verbal Transaction Recording:
 - Agent training and efficiency improvements
 - Follow-up information
- Financial and Stock Dealing
- Telephone order applications