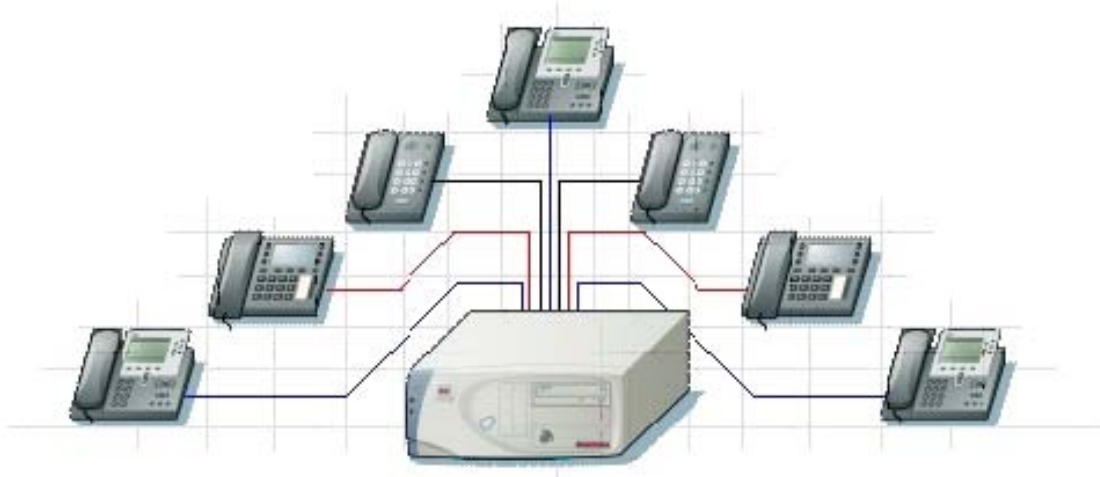


Libra Recorder

The DataVoice Libra recording platform represents a new breed of digital communication capturing devices. It is optimised for the small and medium enterprise (SME) market segments, and provides a cost-effective but fail-safe recording solution for legal purposes, quality assurance and training or productivity measurement in call centres.

The Libra Recorder connects to a variety of different circuit-switched and IP telephony sources, providing a platform for doing advanced transaction processing such as speaker recognition and word searches within recorded conversations. This affordable Windows based recorder now allows businesses and Contact Centres to safely record all marked extensions and/or trunks, while providing truly advanced reporting, health monitoring, web search & playback, as well as system alarms via SMS or e-mail in a single platform.

Because the Libra platform has an open architecture and integrated support for commonly available industry-standard databases, it can be tailored to individual customer needs. IP telephones can be recorded alongside analogue and digital extensions or trunks in one platform. Libra provides user access via a Web browser interface, which means access to the system, from any location, without installing any custom software on user desktops.



Turning the spoken word into a binding contract

Sophisticated security management via SSL encrypted links and X.509 authentication, combined with Windows security ensures that recordings are admissible in a court of law.

The system records and archives a comprehensive audit trail of all user actions. This means that user actions can be traced (for example, playback, copy and export actions) even after a number of years by simply restoring the audit trail from the archive media.

Driving down cost

DataVoice Libra is a stand-alone, cost-effective product that provides a full-featured digital voice recording system for multiple telephony source types in one platform. The platform is flexible and scalable to handle customers' future requirements.

The open architecture design enables the use of existing IT infrastructure and procedures to manage voice recordings. The system runs on Microsoft Windows 2000 or Windows XP while utilising industry standards such as HTTP, SSL and Microsoft SQL.

In addition to standard operating platforms for the recording system, existing backup systems and contingency plans can be used to ensure safekeeping of recorded data. Systems administrators can perform these tasks in the same way as for other critical business data – no special training is required.

Connectivity

The Libra platform is specifically designed to operate in hybrid voice networks (typically a combination of legacy and IP telephony systems), allowing the deployment of a small recording system, but also catering for big changes and growth in communication needs and networks! The system can connect to analogue lines (POTS – Plain Old Telephone Service), digital extensions and even record IP telephony, all in one system. Libra supports proprietary standards for all the major PBX vendors.



Easier and faster maintenance

Full remote management and maintenance capabilities free up technical personnel and allow complete 24x7 support without site visits.

Web-based applications allow for effortless deployment, eliminating the need to install and maintain any special software on desktops. The data is accessible anytime, from anywhere, through a unified view of call recordings, regardless of origin.

Reliability and uptime

The open architecture design allows for effective decisions regarding how much to spend on platform reliability. It is possible to configure dual redundant recorders, systems with dual redundant processors, network cards, power supplies, RAID5 hard disks or any combination of these options.

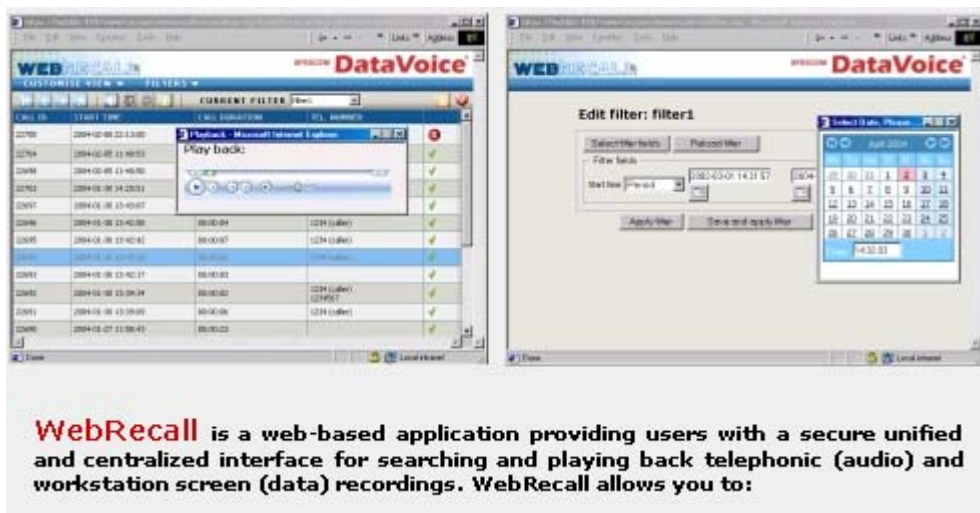
The user applications are intuitive and come with online help - authorised users need only minimal training to become 100% productive.

Playback

Regardless of the call sources, users are presented with a single view of call recordings.

In addition to the above mentioned recording source flexibility, the Libra Recorder allows Customers to:

- Give users access via a web-based interface (thin clients) for data management as well as search and retrieval of recordings
- E-mail recordings directly from the web interface.
- Control access to recordings via extensive user and group security options.
- Archive recordings.
- Keep track of system health.



Central Storage

It is no longer necessary to manage archived data in multiple locations and sometimes via untrained operators. Simply point all the recorders on a network to a central export area and rest assured that the data will be securely exported and managed. This process can be transparent to users since, from the operator perspective, the data is still on the recorder.

The Libra platform is also scalable enough to integrate with massive SAN or NAS on-line storage systems, which means that calls can be located and replayed in seconds (even if they were recorded months before).

Selective criteria for storage or archiving operations can be defined if there is a need to keep certain types of data and ignore the rest.

Further settings allow the administrator to define multiple storage locations for separate data originating from different business units or to keep offsite copies.

Schedule exporting according to requirements – weekly, daily or every minute.

Every system has built-in performance monitors and an advanced alarm system. The DataVoice Libra can also notify users (or groups of users) via SMS, e-mail or audible alarm about any failures and important system conditions. This functionality is available via an optional add-on module.

The administrator console provides the user with a single page overview of the overall system health, even in a distributed deployment with multiple recorders and services.



TECHNICAL CHECKLIST

The platform can handle a mix of analogue extension recording, digital extension recording and IP recording.

Multiple options for recording activation methods are provided. These include VOX and line voltage sensing for analogue systems, D-Channel or VOX activation for digital lines, and CTI integration with Cisco Call Manager for IP recording.

Supports archiving to DVD and exporting to shared storage locations such as SAN / NAS devices.

Web-based interface (thin clients) for data management as well as search and retrieval.

Comprehensive set of alarms and notification mechanisms.

System reliability supported with complete system backup and redundant disks, as well as remote maintenance and configuration.

Secure Socket Layer (SSL) security, authentication with X.509 certificates. Users are identified via Windows logon.

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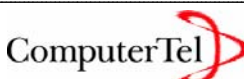
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