



COST EFFECTIVE RECORDING SOLUTIONS FROM DIGITAL SPEECH

WinVCL Enterprise Recording Solution

FEATURES INCLUDE:

- Client and Web Browser Interface
- Search recordings by a variety of call data
- Including date, time, extension, caller/called ID, etc.
- Easy retrieval from any PC
- Save and/or email recordings in WAV or MP3 format
- Mask sensitive recorded data
- Tag and annotate saved recordings and calls in progress
- Real time monitoring of ongoing calls
- Encryption for PCI (payment card industry) compliance
- Instant playback of recent calls
- Combine recordings for incident reconstruction
- Mask sensitive recorded information
- Agent Evaluations and Reports
- Comprehensive administrative tools

WinVCL Supervisor View of Recorded Calls

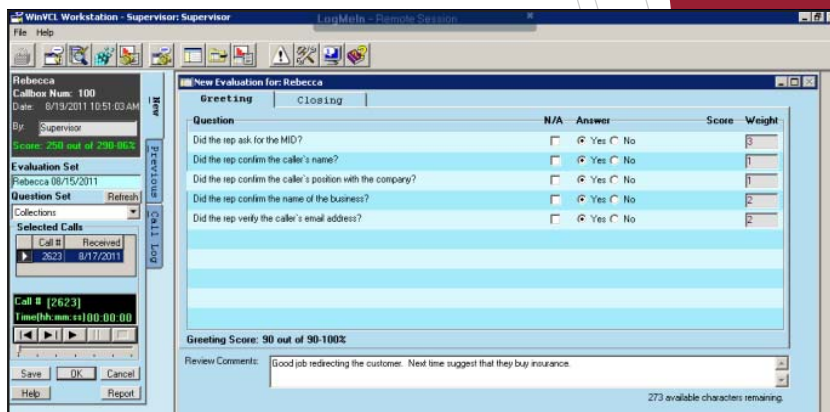
Call #	Tag	Station/Agent ID	Name	Received Date/Time	Length	Origin	Caller ID	Number Dialed
203		106	Matt	3/23/2011 6:40:36 PM	00:04:40	N/A	N/A	N/A
204	Threat	108	Frank	3/23/2011 6:40:36 PM	00:02:54	N/A	N/A	N/A
205		104	David	3/23/2011 6:40:36 PM	00:21:32	N/A	N/A	N/A
206		102	John	3/23/2011 6:40:36 PM	00:00:59	N/A	N/A	N/A
207		105	Alex	3/23/2011 6:47:00 PM	00:01:32	N/A	N/A	N/A
208		100	Rebecca	3/23/2011 6:54:03 PM	00:00:10	N/A	N/A	N/A
209		104	David	3/23/2011 6:55:57 PM	00:00:16	N/A	N/A	N/A
210	Threat	106	Matt	3/23/2011 6:57:12 PM	00:00:04	N/A	N/A	N/A
211		102	John	3/23/2011 7:05:12 PM	00:01:42	N/A	N/A	N/A
212		105	Alex	3/23/2011 7:10:32 PM	00:00:32	N/A	N/A	N/A
213		100	Rebecca	3/23/2011 7:12:36 PM	00:00:02	N/A	N/A	N/A
214	Complaint	108	Frank	3/23/2011 7:13:15 PM	00:00:02	N/A	N/A	N/A
215		104	David	3/23/2011 7:14:30 PM	00:01:03	N/A	N/A	N/A
216		107	Jennifer	3/23/2011 7:16:21 PM	00:00:36	N/A	N/A	N/A
217		102	John	3/23/2011 7:17:53 PM	00:00:20	N/A	N/A	N/A
218		105	Alex	3/23/2011 7:27:15 PM	00:04:00	N/A	N/A	N/A
219		108	Frank	3/23/2011 7:36:43 PM	00:00:40	N/A	N/A	N/A
220		100	Rebecca	3/23/2011 7:50:32 PM	00:00:40	N/A	N/A	N/A
221	Complaint	108	Frank	3/24/2011 9:01:24 AM	00:01:11	N/A	N/A	N/A
222		102	John	3/24/2011 9:05:19 AM	00:00:10	N/A	N/A	N/A

Current Call Log Database: Total Number of Records = 2416 Show calls for the All Group Filter calls by Tag: None Refresh

FULL FEATURE SET AT A LOW PRICE - Why Pay More?

CONFIGURATIONS AND INTEGRATIONS

- Call Recording
 - Digital
 - Analog
 - VoIP
 - SIP
- Station side, service observe, trunk side and port spanning
- CTI Integrations available
- Support for virtually all communication platforms
- Screen Recording to capture agent desktop activity
- Radio recording including trunked radio and IP radio
- Liability recording of all calls
- Quality monitoring recording of a sampling of calls
- Executive record on demand of select calls



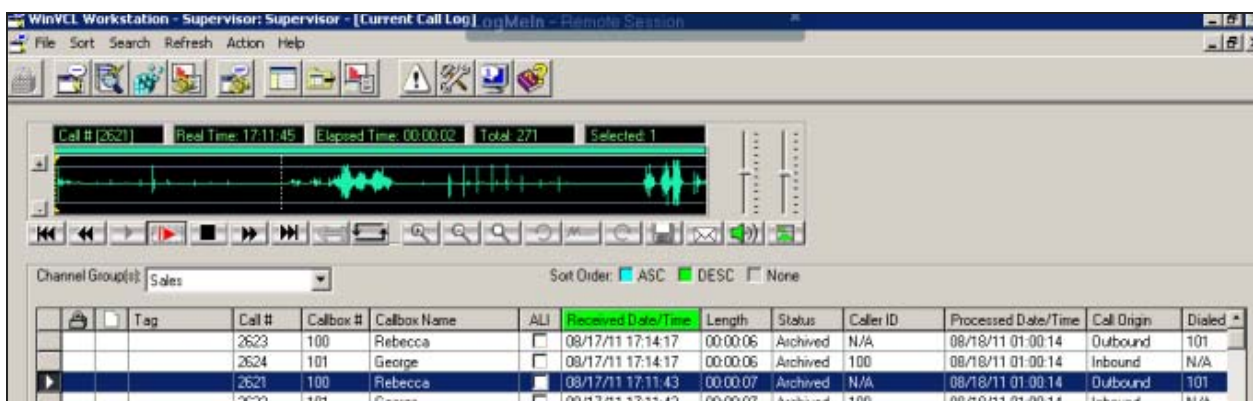
Evaluation of Agent Call by Supervisor

SPECIFICATIONS

- Scalable to 256 recording channels
- Vendor or customer provided servers
- 10 simultaneous supervisor playback seats
- Web browser interface
- Windows OS
- SQL Server database
- Base system includes
 - 51,000 hours of online call storage
 - Dual redundant mirrored disk drives
 - Dual redundant power supplies
 - Archive to DVD or NAS
- Comprehensive administration tools including:
 - Flexible user rights
 - Alarms and notifications
 - Audit log
- One Year Warranty

You Can Have It All with WinVCL

Multi Media Recording
 Liability and Quality Monitoring Recording
 Comprehensive Feature Set
 Industry Standard Hardware and Software
 Web Browser Interface
 Vendor or Customer Provided Hardware
Lowest Cost in the Industry!



Supervisor Call Playback Controls

Recording Solutions

Digital Speech Systems, Inc.

1241 N. Glenville Drive
 Richardson, Texas 75081
 Phone: 972.235.2999
 Fax: 972.235.3036

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 a Free Web
 Demo



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