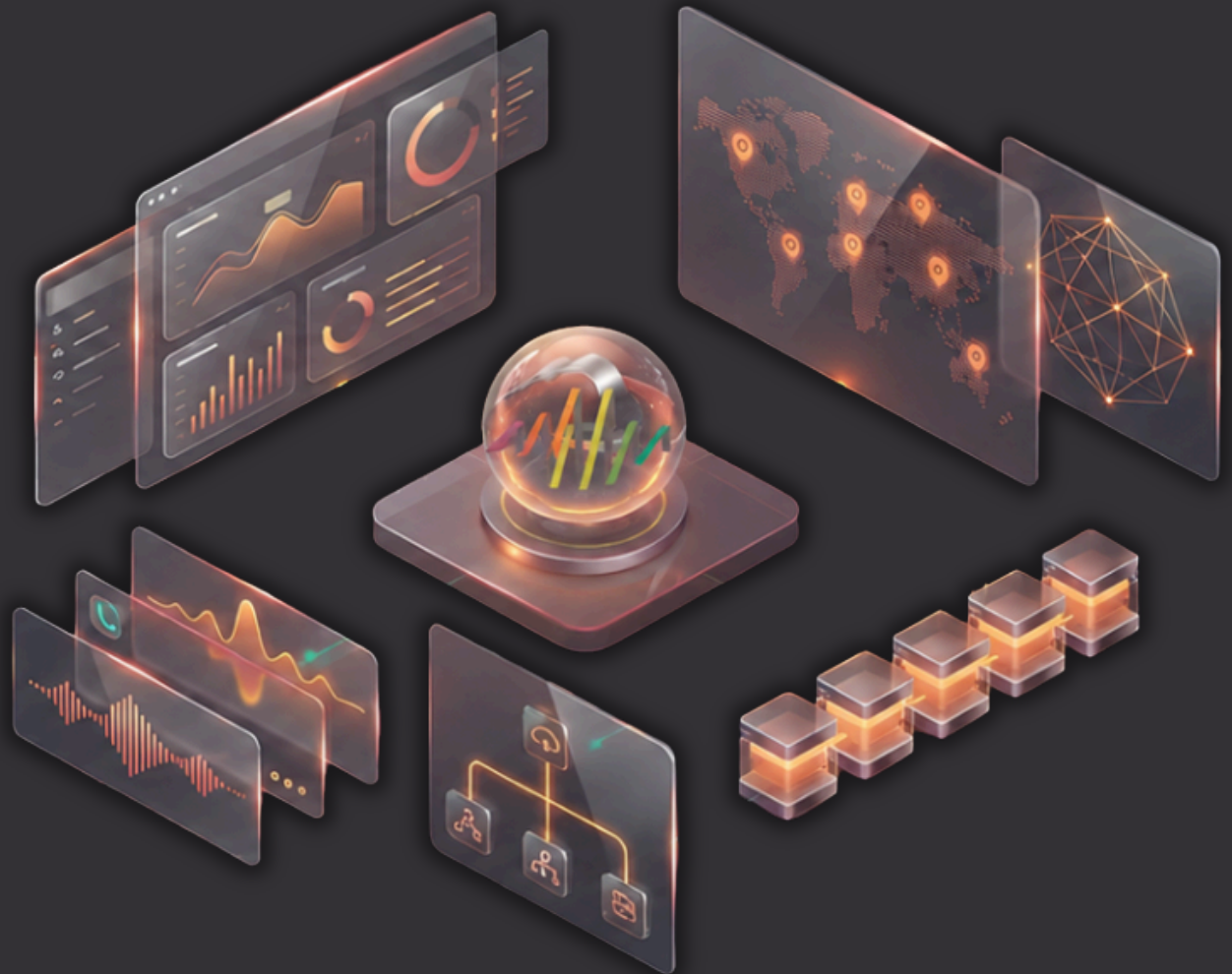


Intelligent Interaction Recording Built for Modern Business.

When voice and electronic interactions are your primary means of communication with customers, suppliers and business stakeholders, reliable recording solutions become essential.

Interaction recording helps organisations mitigate operational risk and comply with regulatory requirements - two of the most critical drivers for implementation. However, the true value of recording solutions lies in their ability to enhance interaction quality, optimise business processes, and unlock meaningful operational insights that drive business performance.

Powerful, Scalable Interaction Recording You Can Rely On



Centralised Management. Simplified Operations.

DataVoice Nexus seamlessly integrates recording platforms with existing business processes by acting as an intelligent middleware layer between recording devices, enterprise applications, and back-office systems.

A unified central service provides secure access to recordings and recording infrastructure while delivering powerful administration, reporting, and monitoring capabilities.

Nexus enables transparent, centralised storage, efficient retrieval of recordings, and continuous health monitoring across the entire interaction recording environment.

Unlock the Value of Interaction Recording

Mitigate Risk. Ensure Compliance.
Improve Customer Service.

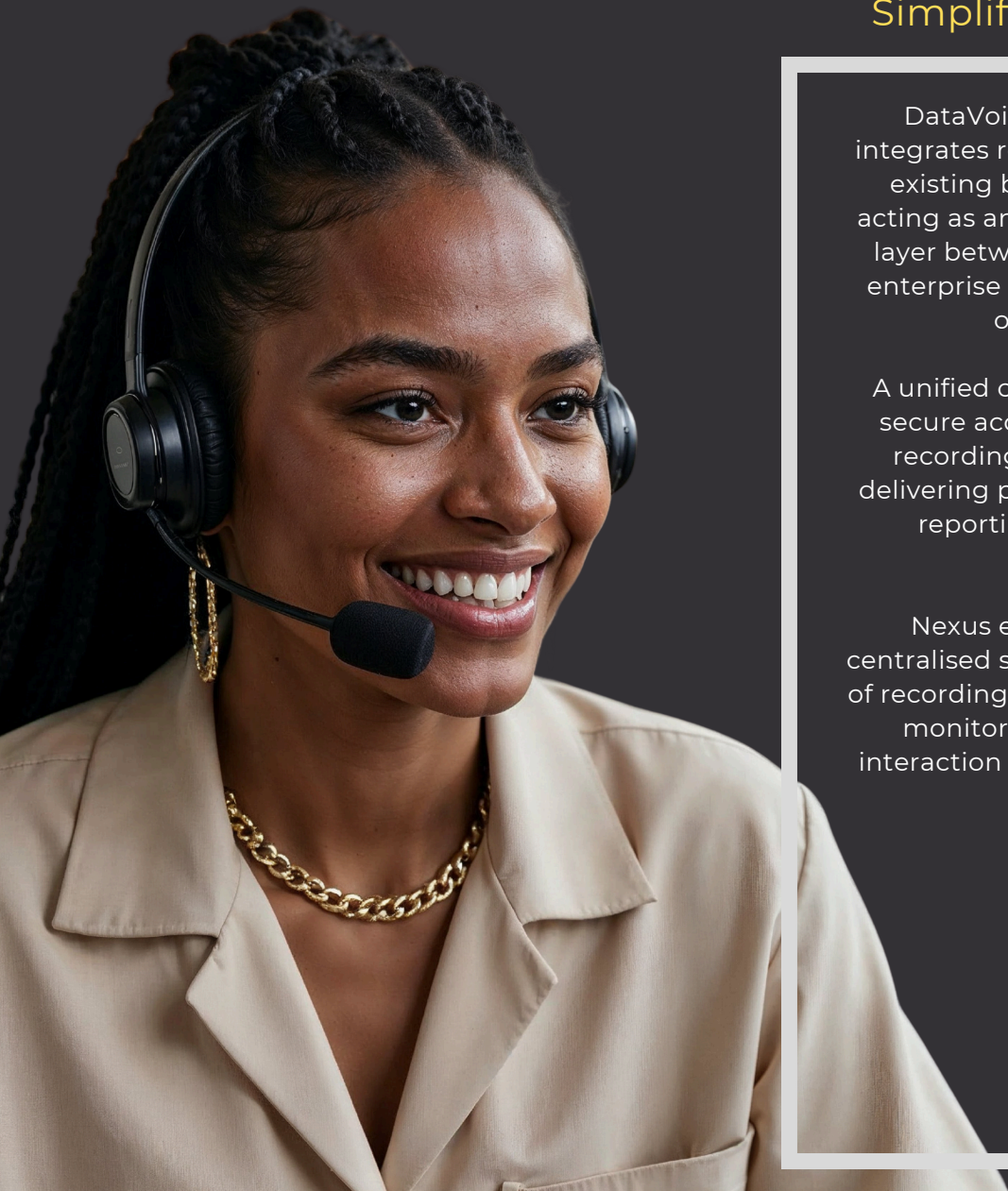
The **DataVoice Interaction Recorder (Libra)** is a powerful, flexible and feature-rich solution designed to deliver reliable and cost-effective interaction capture for organisations of any size.

Whether recording a single telephone or thousands of concurrent interactions, DataVoice's software-based architecture provides a scalable solution built for growth.

Libra can operate as a standalone system or integrate seamlessly with complementary DataVoice solutions, including:

- Management platforms
- Quality management solutions
- Screen recording systems

DataVoice's ongoing commitment to innovation ensures Libra remains aligned with evolving technology, business requirements and compliance standards.



Key Features

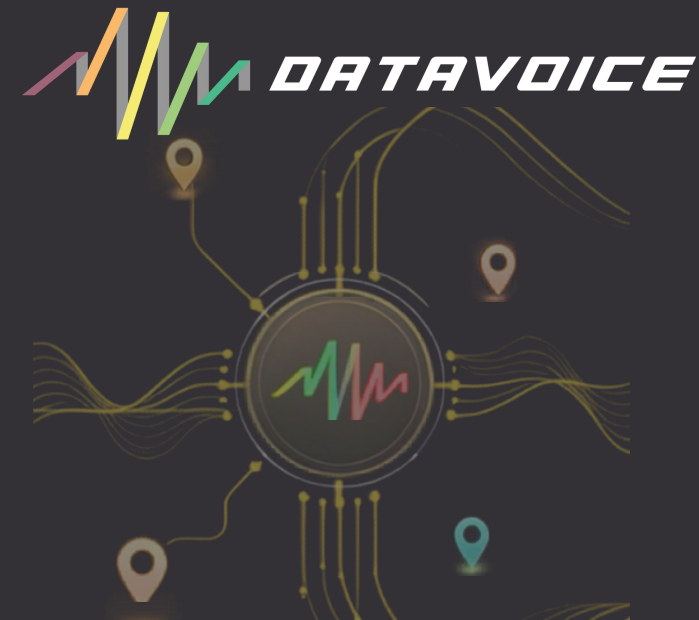
- **Fully Scalable** - Supports up to 1,500 concurrent recordings on a single server, with multi-server expansion for large deployments.
- **Industry-Standard Security** - Advanced encryption and authentication ensure the highest levels of data protection.
- **Multi-Channel Communication Recording** - Capture telephony, chat, email, social media and radio communications on a single platform.
- **Open Integration** - Seamlessly integrates with CRM systems, BI tools, workforce management platforms and other enterprise applications.
- **Redundancy & High Availability** - Multiple redundancy options ensure continuous system availability and operational resilience.
- **Digital Signatures & Tamper Detection** - Guarantees recording integrity and admissibility as legal evidence.
- **Rule-Based Long-Term Storage** - Secure, compliant data retention with on-demand restoration capabilities.
- **Intuitive Web Interface** - User-friendly web access allows authorised users to quickly search, replay and manage recordings.

Key Features

- **Complementary Solutions** - Integration with DataVoice management, screen recording and quality management solutions.
- **Remote Management & Alarm Notifications** - Proactive system health monitoring with automated alerts and notifications.

Key Benefits

- **Flexible and scalable architecture** with multi-interface support, enabling seamless growth alongside evolving technologies.
- **Tailored solutions** designed for enterprises, SMEs and distributed branch environments — and everything in between.
- **Cost-effective** solution with a low total cost of ownership.
- **Proven compatibility** with a wide range of major PBX platforms.
- **Rich functionality**, including advanced search capabilities and rapid recording retrieval.
- **Simple implementation and configuration**, ensuring ease of use for administrators and users.
- **Modular DataVoice components** allow the recorder to evolve into a full-featured enterprise solution



Reduce Risk. Ensure Compliance. Optimise Every Interaction.

Reduce operational risk by quickly resolving disputes through secure access controls and detailed audit trails that protect sensitive information. Libra enables organisations to meet legal and regulatory requirements while optimising business processes, improving accuracy, and identifying operational inefficiencies.

With DataVoice, organisations can fully leverage interaction recording for compliance, risk management and operational excellence.

About DataVoice

DataVoice is a trusted global provider of secure interaction recording solutions for corporate and high-stakes environments. The organisation supports partners worldwide in reducing risk, protecting reputation, and ensuring regulatory compliance.

By transforming every recorded interaction into actionable insight, DataVoice enables organisations to strengthen operational performance and accountability.

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