

Centralised Management for Distributed Interaction Recording

Organisations operating multiple interaction recording systems across locations often face growing complexity in managing, monitoring, and accessing recorded communications.

DataVoice Nexus simplifies this environment by providing a single, unified point of management for interaction recording storage, playback, monitoring, and administration — delivering complete operational visibility across your organisation.

Nexus enables a single view with centralised control over distributed recording solutions, ensuring efficiency, scalability, and consistency throughout your recording ecosystem.

Centralised Recording Management for the Modern Enterprise



One Platform. Every Recording. Total Control

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.



Key Features

Centralised Management

A single platform for storage, archiving, system integration, recorder management, and real-time health monitoring across all connected modules.

Advanced Transaction Linking

Easily cross-reference CRM or business records with interaction recordings stored on the central Nexus server, enabling fast and accurate retrieval.

Intuitive Web Interface

Secure, browser-based access allows authorised users to search, access, and manage recordings from anywhere within the organisation.

Powerful Diagnostics & Monitoring

Centralised alerts via email and SMS notifications, supported by advanced tracing, auditing, and detailed system logging.

Enterprise-Grade Security

Comprehensive access control, user authentication, encrypted data transfer, and secure password management aligned with best-practice security standards.

Key Features

Fully Distributed Architecture

Designed for modern enterprise networks, supporting unlimited local and remote recording locations within a unified system.

Flexible Storage Architecture

Configure centralised, distributed, or redundant storage environments to meet operational, compliance, and resilience requirements.

Key Benefits

- **Single operational view** across multiple recording systems
- **Reduced system complexity** and administrative overhead
- **Modular upgrades** aligned to business growth
- **Scalable**, flexible, and future-ready architecture
- **Centralised storage** and archiving for improved governance
- **Open standards integration** with existing enterprise applications



Built for Complete Interaction Management

DataVoice delivers comprehensive solutions tailored to diverse transaction management environments.

Nexus integrates seamlessly with the full **DataVoice solution suite**, including:

- Voice recording solutions
- Text and messaging recorders
- Screen recording platforms
- Quality monitoring applications

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.

Contact us

12 Delphi St
Eastgate
Sandton
2090
South Africa

+27 11 719 0000
www.datavoice.tech
info@datavoice.tech

