

Compunetix Voice Capture

Streamline Call Entry & Boost Operations Efficiency

Quickly gathering accurate information for all attendees is essential, but a long incoming calls queue can make that a challenge. With Voice Capture, the issue disappears. Callers are prompted to record their details before joining the conference. Operators can later access these recordings, manage callers, and efficiently transcribe the information.

Effortless User Experience

- At dial-in, a caller is immediately prompted to record their information.
- Up to six pieces of information can be collected for each conferee. This could include full name, proper spelling, company, email, and more.
- Once the prompts finish, the caller joins the conference. There is no need to speak directly to an operator or wait in an incoming calls queue.

Efficient Conference Operations

- When a conference has associated Voice Capture recordings, the conference name turns green in the Active Conferences list.
- At any time, operators can select a party to playback their recorded details.
- When an operator begins transcribing attendee information, the caller's name turns green in the Transcription and Conference Control windows.
- The caller is removed from the Transcription list once their transcription is complete.
- All recorded information is available for transcription both during and after the conference.

Collect Caller Info Via Voice Input

Quick Participant Conference Entry

Higher Accuracy of Caller Details

Archive Information for Future Use

Customize Required Caller Information

System Requirements

CONTEX Summit® or Summit Olympus™
Software version 4.06.0 and above

Required Hardware
AE2

Technical Specifications

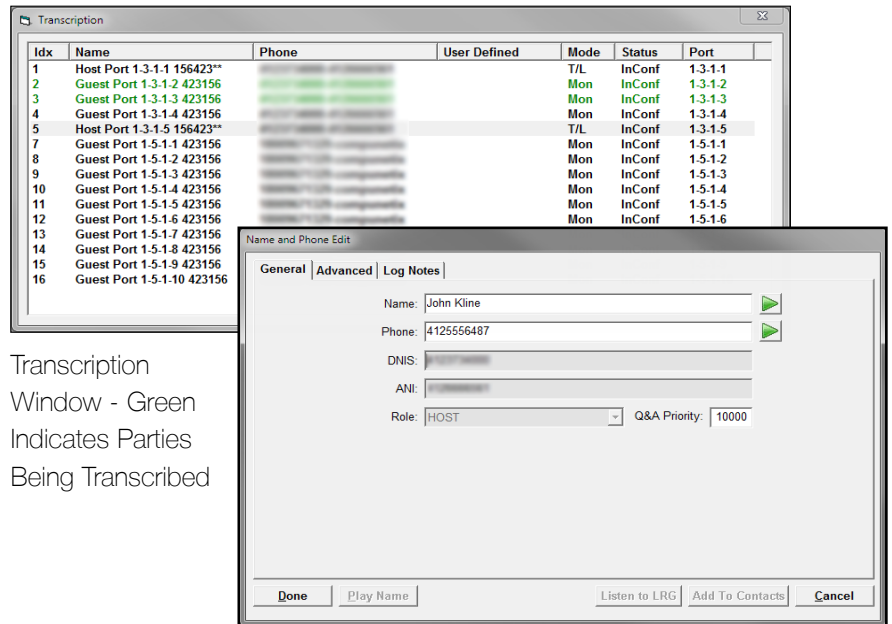
- Each of the six Voice Capture fields allows up to 60 seconds of recording.
- The Summit system allows up to 4000 active party recordings to be transcribed at one time.
- Voice Capture is not currently certified for a CONTEX Xtend™ or Redundancy configuration.
- For proper recording removal, the Recording Manager Service should be connected 24/7.

Related Products

CONTEX Summit® Media Processor
Summit Olympus™ Media Processor
Windows Operator Console (WOC™)

Capturing the Benefits

- **Quicker Entry into Conferences:** Voice Capture eliminates the need for participants to wait for an operator's assistance in the incoming calls queue and allows them to join their conference even faster.
- **Increased Accuracy of Party Details:** Operators can play a caller's captured recordings multiple times to ensure that information is always transcribed accurately.
- **Archive Caller Information:** Caller information can be stored in-system for future use, eliminating the need to repeatedly transcribe regular conference participants.
- **Fewer Operators Needed:** With Voice Capture, a single operator can process hundreds of callers by transcribing details over the course of the conference. This means fewer operators are needed to manage services - boosting efficiency and lowering labor costs.



Transcription Window - Green Indicates Parties Being Transcribed

Transcribing Conferee Information

For additional information about our collaboration solutions, visit

www.compunetix.com