Streamline entry into conferences and boost operator efficiency with

Voice Capture for the CONTEX Summit®

Compunetix Voice Capture

Collect Caller Info Via Voice Input

Quick Participant Conference Entry

Higher Accuracy of Caller Details

Archive Information for Future Use

Customize Required Caller Information

Gathering information from conference parties is important to your operations, but you also require the conference to begin as quickly as possible. The CONTEX Summit® Voice Capture option prompts callers to record specific pieces of information before being joined to their conference. During the conference, operators can access these recordings to better manage their callers and to more efficiently transcribe conferee information. The operator can easily toggle the Enable Voice Capture option on the Windows Operator Console (WOC™) and customize the settings for required party details.

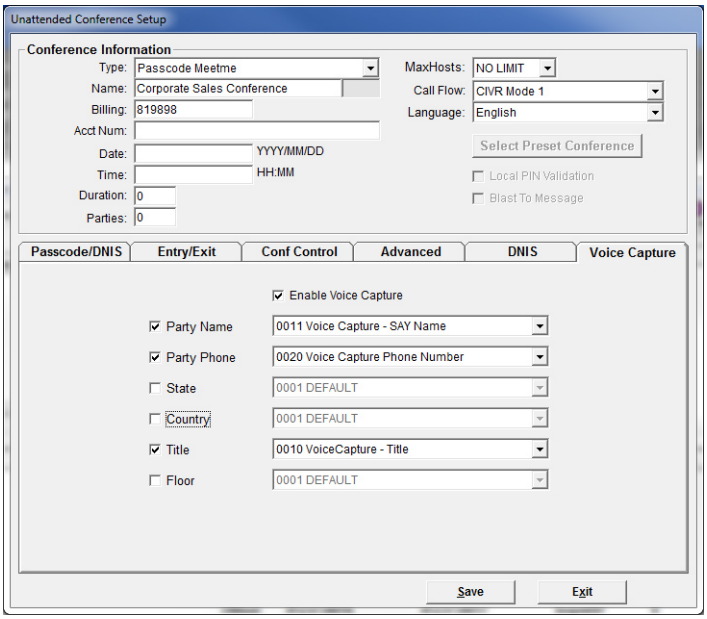
Efficient Conference Operation

User Experience

- A caller dials into a conference and is immediately prompted to record various pieces of information.
- Up to six different pieces of information can be recorded for each conferee. Sample options include full name, spell first name, spell last name, company name, and email.
- Following the prompts, the caller joins their conference without needing to speak directly to an operator or wait in an incoming calls queue.
- Each conferee recording is saved for future use.

Operator Experience

- The conference name turns green in the Active Conferences list to indicate that the conference has associated Voice Capture recordings.
- Operators select a party to playback their recorded details and transcribe the information.



Unattended Conference Setup - Enabling Voice Capture

- When an operator begins transcribing information for a caller, that caller's name will turn green in the Transcription and the Conference Control windows, indicating that the caller's recordings are currently being transcribed.
- The caller is removed from the Transcription window list once an operator has transcribed their recordings.
- All recorded information is available for transcription both during and after the conference.

Compunetix Voice Capture

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System Requirements

CONTEX Summit® Media Processor

Software version 2.21.0

WOC PC Specifications

Processor: Pentium IV 1.4 Ghz (minimum)
Memory: 445 MB RAM required
Hard Drive: 160 GB hard drive (minimum)
Display: 1024x768 (minimum) - 1600x1200 (maximum) screen resolution
Operating System: Windows 2000, 2003, 2008, XP, Vista, 7, and 8
Disk Drive: CD-ROM

Connectivity

Minimum Bandwidth Requirements: 75 Kbps
Tolerable Latency Between WOC & Bridge: up to 120 ms
Network Connectivity: TCP/IP or LAN/WAN

Technical Specifications

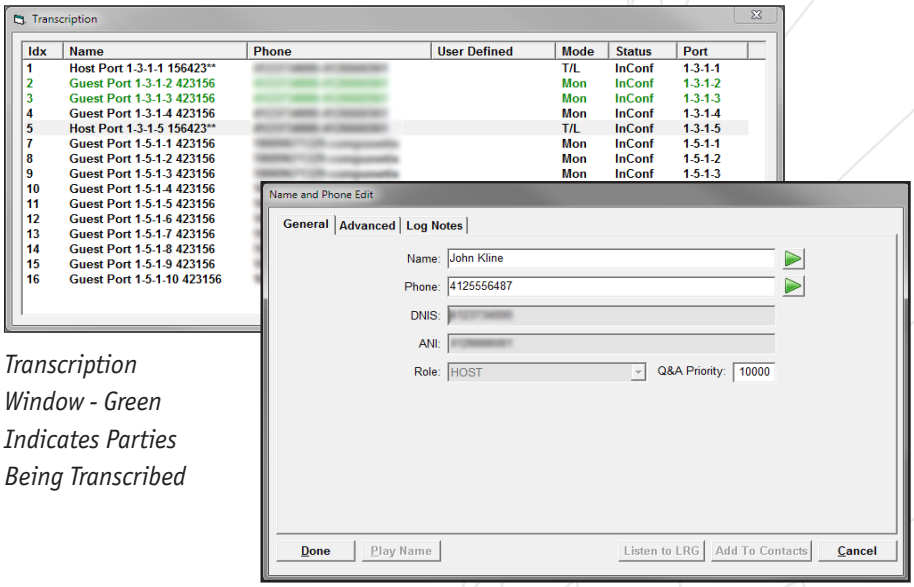
- Each of the six Voice Capture fields allows up to 20 seconds of recording.
- The CONTEX Summit® allows up to 4000 active party recordings to be transcribed at one time.
- Voice Capture is not currently certified for a CONTEX Xtend™ or Redundancy configuration.
- For proper recording removal, the Recording Manager Service should be connected 24/7.

Related Products

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

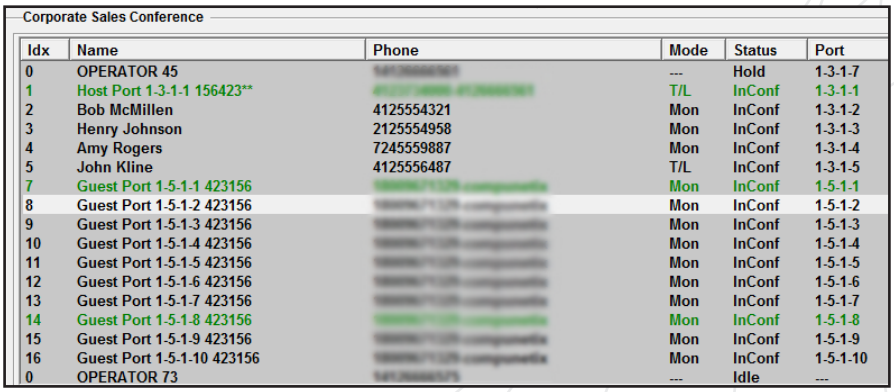
Benefits

- **Quicker Entry into Conferences:** Since operators can listen to recordings to gather conferee information, they do not have to talk to each individual caller. This eliminates the need for conference participants to wait in the incoming calls queue and allows them to join their conference even faster.
- **Increased Accuracy of Party Details:** Recordings of caller details can be played multiple times to operators to ensure information is 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:** Because the operators do not have to transcribe information before callers can enter a conference, fewer operators are needed to collect conferee details.



Transcription Window - Green Indicates Parties Being Transcribed

Transcribing Conferee Information



Conference Control Window - Displaying Four Transcribed Parties

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