

# Call Monitoring & Recording Systems from Dees

*Whether it's quality management or security issues that are prompting you to monitor and record calls today, it's important to have that voice data immediately available. Dees offers a family of monitoring and recording systems that will effectively and efficiently meet those needs.*

## Live Monitoring

With Dees' Call Monitoring Systems, you can easily monitor any or all calls made by your agents directly from your telephone. This allows you to analyze performance and make improvements where necessary.

You can choose the system that fits your needs, with the economical CM-10 for up to 10 lines, and the flexible CM-30 for up to 30 lines. As your needs grow, the CM-30 can be expanded to monitor up to 90 lines with the CMX-300 Expander Unit.

## Remote Access

Don't limit yourself to on-site monitoring only. With the DeesLink, model 340 Remote Access Unit, monitoring can be done from anywhere with any phone. Clients can now be given a password to dial in and monitor agents, or management can be given this tool to stay in touch with what's happening in the call center.

## Call Recording

Dees offers two unique solutions for recording, the *Phone 2PC* and our *Xtension Recorder*. Both are desktop recording solutions that come complete with software and necessary hardware. Both can be installed in minutes and provide advanced features and functions to the user. Between these two systems we can offer compatibility with all digital and analog telephone systems. For your multi-line logger applications call us to find out more about our new multi-line Digital Recorder, which goes from 4 channels up to 30 channels.

- Features:**
- \* Monitoring available from 10 lines up to 90 lines
  - \* Password protected Remote Access to your monitoring systems
  - \* Single line recording of calls, "record-on-demand" or VOX
  - \* Store calls locally or on Server
  - \* Voice or Text annotate voice recordings
  - \* Multi-line recording of all calls, 4 to 30 channels

Visit our web site at [WWW.DEES.COM](http://WWW.DEES.COM) or call us at 1.800.654.5604 to discuss your applications.

