



## NEXUS

Delivering centralised management of distributed recording solutions



Multiple voice recorders within a contact centre or across different branches of an organisation create layers of complexity with regard to management. DataVoice Nexus hides the complexity by providing a single point of management for the storage, playback and monitoring of the voice recording solution.



## Centralise management of voice recording for greater control and reduced complexity

Nexus enables the seamless integration of recording solutions with your unique business processes by acting as a middle layer between recording devices, business process applications and back-office systems. A unified central service provides secure access to recordings and recorders as well as a suite of powerful administration and reporting tools. Nexus also provides transparent, centralised storage, management and retrieval of recordings and centralised health monitoring of the entire recording system.

### Features

- **Central management**  
One point for storage, archiving, integration, health monitoring and management of recorders and other connected modules.
- **Powerful transaction linking**  
CRM records can be cross-referenced with recordings on the central Nexus server for easy and efficient recording retrieval.
- **Intuitive Web interface**  
Web-enabled presentation of records through secure access for authorised users
- **Powerful diagnostics**  
Central alarms via remote email and/or SMS notifications, along with advanced trace, audit and system logs.
- **Robust security**  
Extensive access permissions, user verification, data encryption, secure transfer of data and best practices for password management.
- **Fully distributed architecture**  
Designed for the modern enterprise network, operating any number of local and/or remote recording locations.

### Benefits

- Reduces complexity by offering a single view across multiple recorders.
- Scalable, flexible and future-proof.
- Modular upgrades.
- Open standards integration enables Nexus to work seamlessly with existing enterprise applications.

DataVoice delivers comprehensive solutions catering for all transaction management environments. Nexus can be used in conjunction with the full DataVoice suite of products, including voice recorders, screen recorders and quality monitoring applications.