

The Complete LIVE – Call Monitoring System from Dees

Call monitoring plays a major role in the management of call centers large and small. Today, thousands of managers are relying on the Dees' CM family of monitoring systems with their wide range of functionality to fill this role.

Complete Call 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 **OL-1 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

Recording a call has never been easier, whether the application is record-on-demand or full-time recording, single line or multi-line, Dees has a solution. With Dees' single line Phone 2PC just one mouse click and you're recording the call directly to your PC. For multi-line applications use our **Total Recall Digital Recorder**, which can handle from 4 to 16 channels.



Features

- ◆ Monitoring available from 10 lines up to 90 lines.
- ◆ Password protected Remote Access to your monitoring systems.
 - ◆ Multiple-Users
- ◆ Single line recording of calls VOX or ROD.
 - ◆ Selective recording
 - ◆ Store archive and email recordings
- ◆ Multiple-line recording of all calls.
 - ◆ 4 to 16 channels
 - ◆ Full time logging of all calls

Visit our web site at WWW.DEES.COM or call us at 1-800-654-5604 to discuss your applications.

We may already have your solution!

Dees

C O M M U N I C A T I O N S

1-800-654-5604

www.dees.com