* TO BE RELEASED	PROVOICE DX4	PROVOICE DX8	PROVOICE DX30	PROAGENT	PROVOICE	PROVOICE ENTERPRISE
General						
Hardware	Solid State / USB	Solid State / USB	Solid State / USB	PC	PC	PC
Rack mountable	NO	NO	NO	Cost Option under ISDN30	Cost Option under ISDN30	Cost Option under ISDN30
Connection	ISDN2/EXTNS/ANALOGUE	ISDN2/EXTNS/ ANALOGUE	ISDN30/DASS	1 x ISDN30	EXTNS / ISDN / DASS	EXTNS / ISDN / DASS
Expandable	Yes (max of 2)	NO	NO	NO	YES	YES
Mixed Analogue \ Digital	YES	YES	N/A	NO	YES	YES
No of Agents \ Channels	4	8 (4 analogue)	8,16 or 30	4 -16	Unlimited	Unlimited
Switch Specific when Trunk-side	NO	NO	NO	YES (SMDR required)	NO	NO
Switch Specific when Ext-side	YES	YES	N/A	N/A	YES	YES
Max Distance from ISDN	4m	4m	4m	4m	4m	4m
Hard Drive Capacity	Customer Supplied	Customer Supplied	Customer Supplied	80GB	80/160GB	80/160GB
Archive						
CD or DVD	Customer Supplied	Customer Supplied	Customer Supplied	YES	YES	YES
DVD Media Storage Capacity (Hrs)	290	290	290	1000	1000	1000
CD Media Storage Capacity (Hrs)	43	43	43	160	160	160
Flexible Archive Schedule	YES	YES	YES	YES	YES	YES
Email Notification of Media Capacity	NO	NO	NO	YES	YES	YES
Features						
Unlicensed Client Apps	YES	YES	YES	YES	YES	YES
Standard Concurrent User Licence	1	1	1	1	1	1
Real Time Listening	YES	YES	YES	YES	YES	YES
Remote Call Player	YES	YES	YES	YES	YES	YES
Call Link Extension Matching	NO	NO	NO	YES	YES	YES
Phone Book	YES	YES	YES	YES	YES	YES
User Management	YES	YES	YES	YES	YES	YES
Statistics	NO	NO	NO	YES	YES	YES
Selective Extension Deletion	NO	NO	NO	YES	YES	YES
Export to .wav / .mp3	YES	YES	YES	YES	YES	YES

Search Criteria						
Extension searching	Only if Extn side	Only if Extn side	NO	YES	YES	YES
Time and date range	YES	YES	YES	YES	YES	YES
Duration	YES	YES	YES	YES	YES	YES
Incoming / Outgoing	YES	YES	YES	YES	YES	YES
Marker	YES	YES	NO	YES	YES	YES
Dialled Number	Only Trunkside	Only Trunkside	YES	YES	YES	YES
CLI Number (if available)	Only Trunkside	Only Trunkside	YES	YES	YES	YES
DDI Number	Only Trunkside	Only Trunkside	YES	YES	YES	YES
Phone Book	YES	YES	YES	YES	YES	YES
User and Extension capture via CTI integration	NO	NO	NO	NO	NO	YES
Fault Tolerance						
External Monitor Program	NO	NO	NO	YES	YES	YES
System Failure Notification	YES	YES	YES	YES	YES	YES
Hard Drive Capacity Notification	YES	YES	YES	YES	YES	YES
Database / CRM Integration / CTI	NO	NO	NO	NO	NO	YES