



Vocalinx®



*Vocalinx Voice Logger* is packed with the most sought-after features including: email ready WAV file storage, feature-rich graphical user interface, recording rules that give supervisors extreme flexibility over recording, and many more.

## **Easy-to-use GUI**

The completely integrated GUI provides a true Windows look-and-feel. All the user needs to do is 'point and click' in order to access all of the functions of the Logger, allowing easy administration.

## **Visual Monitoring**

Visual display of: Channel Activity, Backup Activity, Archive Usage, Primary Disk Usage allows the administrator to instantly check the complete system status.

## **Customisable Channel Labelling**

Each channel can be labelled with a name and extension number for ease of record search and retrieve.

## **Integrated Help**

A Windows style Online Help Manual makes sure that the user is never far away from assistance!

## **Unlimited Online Storage**

Storage of audio records is limited only by your hard disk space. *Vocalinx Voice Logger* imposes no limits on storage. Even individual records have no limits.

## **Data Portability**

True GSM compression allows the Logger to compress a 10-minute call to less than 1 MB of disk storage without deterioration in sound quality.

Microsoft-native formats (GSM, ADPCM or  $\mu$ -Law) allows users to play back recorded audio using any Windows-based audio players such as Windows Media Player.

## **Selective Recording**

Administrators can select recording times on a channel-by-channel basis to provide complete recording flexibility.

A provision of three recording time ranges, in addition to continuous recording allows not only control over the recording process but also conserves disk space.

## **Password-Protection**

*Vocalinx Voice Logger* is secure against unauthorised access. No user is allowed access to any Logger screens except the channel activity screen unless they have logged in to the system.

## **Configurable Alarms**

As the system is designed to operate unattended 24x7, it will notify the administrator via visual or email alerts if it encounters a problem or a user-definable event has occurred.

## **Real-Time Monitoring**

With *Vocalinx Voice Logger*, monitoring an agent is an easy task. If monitoring is enabled on an agent's extension, a supervisor can unobtrusively listen in on the conversation to evaluate agent performance.

## **Multiple Reports**

The system compiles reports for errors, user actions, and archive events. Reports are handily viewed from within the system itself. The reports are saved on disk in simple text format and can be easily mailed; enabling remote maintenance and support.

# TECHNICAL SPECIFICATIONS

*Vocalinx Voice Logger* offers full-time recording of calls, quality monitoring, and on-demand and event-driven recording for transaction verification, dispute resolution and quality monitoring, all on a single Windows-based platform.

## **Channel Capacity**

4 to 128 ports

## **Recording Triggers**

Loop Voltage, Voice Energy Detection, Ring, Continuous/Scheduled, DTMF (Optional), Digital PBX Events

User selectable at channel level.

## **Recording Terminations**

Loop Voltage, Silence, Continuous Tone, Specific Tones, Scheduled, Digital PBX Events

## **Audio Playback**

Multimedia PC Speakers

Headphones

Telephone Handset (Optional)

Playback via Windows Media Player or any standard WAV audio player.

## **Simultaneous Record and Playback**

System is capable of audio playback without affecting recording of any channel. This is possible through the multi-tasking capability of MS Windows 2000 Server as well as the multi-threaded architecture of Vocalinx Voice Logger.

## **Audio Compression**

<i>Compression Algorithm</i>	<i>Rate (Kbytes/sec)</i>	<i>Replay Quality (Subjective)</i>
GSM	1.6	Good
ADPCM	4.0	High
μ-Law	8.0	High

## **Search Parameters**

The system captures call-specific data such as Date, Time, Channel number, Agent Name, Agent Extension, Caller ID. These indices support multi-parameter searches for ready access to conversations from online disk or from archival storage.

## **Operating System**

Microsoft Windows 2000 Server (recommended) / XP Professional

## **Storage Database**

Microsoft MSSQL Server 7.0 or later / Any ODBC-compliant database