



Logger Feature List

Voice Recording Feature List



The Core Product

Feature	Description
Architecture	<ul style="list-style-type: none"> • A logger can be standalone or part of a call centre solution. • It can simultaneously connect to two database servers (MySQL or Microsoft SQL) via ODBC. • Multiple loggers can be controlled by one recording controller. • Recording can be controlled by CTI events from the PABX using the RealConnect Recording Controller, or by protocol on the telephone line. • Redundant individual loggers can be provided as well as full redundant systems.
Multiple Logger support with Central Playback (unified view) functionality.	<ul style="list-style-type: none"> • Multiple Loggers and the Central Playback Server are connected via a private LAN and then connected to a Client LAN/WAN to enable enterprise wide play back of recordings. • An advanced server is required if there are more than 480 Playback Station users. • A single controller can connect to multiple PABX's.
Trunk Recordings - Analogue, BRI and PRI.	<p>Maximum channels per standard 2 PCI slot platform: (Maximum channels is determined by number of PCI slots)</p> <ul style="list-style-type: none"> • 6 PRI (180 channels). • 24 BRI (48 channels). • Analogue (48 channels). • 600 channels (Hyper Array).
Extensions Recordings - Analogue, Digital and VoIP (active or passive).	<p>Maximum extensions per platform:</p> <ul style="list-style-type: none"> • 48 analogue and digital (provision for various PABX makes and models). • 160 VoIP extensions.
VoIP Recording Options	<p>Multiple VoIP recording options are available including:</p> <ul style="list-style-type: none"> • Passive recording using ethernet span port • Active recording of Mitel or Avaya PABXs • RealConnect CTS

Contact Us:

0861 11 11 50
www.realconnect.co.za

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Import of Third Party Vendor Recordings	Ability to import files from other voice recording vendors and store them in the RealConnect encrypted file format.
Hardware Supported	<p>The following types of hardware are supported:</p> <ul style="list-style-type: none"> ● RealConnect CTS Internal ● Optilogix ● AI-logix ● VoIP ● PABX internal (e.g. Asterix based platform)
PABX Codecs Supported	<ul style="list-style-type: none"> ● There are three different types of PABX codec inputs that can be configured, including: A-law, μ-law and PCM (Pulse-code modulation) signals. ● VoIP Codec's supported are automatically detected by the recording platform and are as follows: <ul style="list-style-type: none"> ● G.711 ● G.722 ● G.729
Selective or blanket recording.	All trunks or extensions or selected trunks or extensions can be recorded.
Recording files are encrypted and compressed.	<ul style="list-style-type: none"> ● Blowfish encryption is used to encrypt recording files. ● The encrypted files can only be played back via the RealConnect Playback Station application. ● The calls are saved in the GSM 6.10 format since the codec is shipped along with the Windows Operating System. ● Good compression ratio @ 13 kilobits per second.
Storage and Disc Management	<ul style="list-style-type: none"> ● Storage requirement is 100kb per 1 minute of recording time. ● Logger platform hard disc size determines the maximum time for on-line storage of recordings. ● Disk and database management can be comprehensively configured to ensure stability of the system by controlling the removal of old recordings when hard disk space is low or if the database grows too large to respond quickly. Automatic maintenance can be configured to run after hours. ● Recorded files can be saved to the Playback server after hours so the productivity of the RealConnect logger will not be affected during working hours. ● The option to delete short recordings can enhance database access and decrease clutter in the database with irrelevant information. ● The automatic disk maintenance rule is setup with one of the following options: <ul style="list-style-type: none"> ● Set the limit amount of free disc space and the amount of disc space to be deleted <i>or</i> ● Delete the older database entries above a limit of specified database entries <i>or</i> ● Delete all recordings older than a specific time



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Call recording details are stored in a commercial database.	<ul style="list-style-type: none"> Microsoft SQL Server or MySQL are utilised.
Automatic backup/archiving.	<ul style="list-style-type: none"> Archived recording/s are loaded and played back via the Playback Station. Existing archives can easily be retrieved and viewed and even restored to the live system by authorised users Four archive rules can be setup for backup/archiving of the database entries as well as the voice recording files. Archiving rules are setup according to user requirements, for example, data can be archived hourly, daily, weekly or for 6 months or 1 year. Archiving solution can save to multiple locations such as DVD, hard disk drive, NAS, FTP or network.
Alarm System	<ul style="list-style-type: none"> All applications are monitored by an alarm server. This enables management to know immediately if there is a problem with the logger and take corrective action. The error level can be set for the level of messages displayed on the screen and assist better fault finding. Ranges from 0 - all message to 9 - critical messages only. Another comprehensive fault finding feature is the activation of <i>debug</i> mode, this allows for in-depth study of low level information for accurate and speedy fault finding.

Live Interaction

Feature	Description
Live monitoring of calls (listen in).	<ul style="list-style-type: none"> The Playback Station application can be used to listen to live calls, while they are being recorded. Available where VoIP or Optilogix tapping cards are used.
Enter client specific details into recording database.	<ul style="list-style-type: none"> Four user fields can be populated on a pop-up screen either when the recording starts or when it stops and/or these fields can be updated any time after the recording was done. The window can be configured to require information to be entered before the window can be closed. The information will be saved in the logger database and can be utilised for searching in the playback station. These four user database fields can be edited by users with the necessary rights.



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Integration

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SMDR / CDR / CTI and secure connections available.	Various PABX manufacturer's CTI/SMDR/CDR connections as well as: <ul style="list-style-type: none"> ● Mitel secure connector. ● Avaya DMCC . 		
Telephone Call Information	Multiple options are available for telephone call information to be obtained via CTI or SMDR as well as linking of these recordings.		
API's.	Two API's are available at no cost: <ul style="list-style-type: none"> ● Transaction linking of voice recording reference number. ● Playback of recording. 		
PABX CTI Integrations	<table border="0"> <tr> <td> <ul style="list-style-type: none"> ● Alcatel Omni Enterprise ● Alcatel Omni Office ● Aspect Dialer ● Avaya Enterprise[GVW] S8300 / CM5 ● Avaya IPOffice ● Avaya Dialer PC4 ● Cisco CM ● IPC ● LG Opticon ● LG Ipecs ● Mitel 3300 </td> <td> <ul style="list-style-type: none"> ● Nortel CS1000 /BCM (Note 1) ● Nitsuk ● Panasonic ● Rockwell ● Samsung ● Shoretel ● Siemens Hicom / Hipath 3000/4000 (Note 2) ● SIP based (extension side) </td> </tr> </table> <p>Note 1: Third Party Middleware required</p>	<ul style="list-style-type: none"> ● Alcatel Omni Enterprise ● Alcatel Omni Office ● Aspect Dialer ● Avaya Enterprise[GVW] S8300 / CM5 ● Avaya IPOffice ● Avaya Dialer PC4 ● Cisco CM ● IPC ● LG Opticon ● LG Ipecs ● Mitel 3300 	<ul style="list-style-type: none"> ● Nortel CS1000 /BCM (Note 1) ● Nitsuk ● Panasonic ● Rockwell ● Samsung ● Shoretel ● Siemens Hicom / Hipath 3000/4000 (Note 2) ● SIP based (extension side)
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PABX's SMDR Integrations	<table border="0"> <tr> <td> <ul style="list-style-type: none"> ● Alcatel Omni Enterprise ● Alcatel Omni Office (Note 2) ● Avaya IPOffice ● Ericsson MD110 ● Ericsson BP250 ● IPC ● Index ● Intertel ● LG Opticon ● LG Ipecs ● Mitel 3300 ● Nortel ● Panasonic ● Philips IS3000 </td> <td> <ul style="list-style-type: none"> ● Samsung ● Shoretel ● Siemens Hicom / Hipath 3000/4000 ● Siemens Realtis ● Siemens Openscape ● Telrad ● Toshiba Strat ● Versatility </td> </tr> </table> <p>Note 2: Used for extension side other party information. Trunk information is not available.</p>	<ul style="list-style-type: none"> ● Alcatel Omni Enterprise ● Alcatel Omni Office (Note 2) ● Avaya IPOffice ● Ericsson MD110 ● Ericsson BP250 ● IPC ● Index ● Intertel ● LG Opticon ● LG Ipecs ● Mitel 3300 ● Nortel ● Panasonic ● Philips IS3000 	<ul style="list-style-type: none"> ● Samsung ● Shoretel ● Siemens Hicom / Hipath 3000/4000 ● Siemens Realtis ● Siemens Openscape ● Telrad ● Toshiba Strat ● Versatility
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Playback Station Application

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Playback Station Software.	<p>Playback Station software is available at no cost. It is available as either a desktop or web application using Microsoft Internet Explorer browser, but it is not possible to load an archive file from the browser Playback.</p> <p>The Playback Station can be used over the internet (with the correct router configuration) using SSL for a secure connection.</p>
Recording Playback.	<ul style="list-style-type: none"> Audio and video recordings can be played, paused, stopped, fast forwarded and rewound by using an on-screen slider.
Recording Record Display.	<ul style="list-style-type: none"> A list of all recordings is displayed in the main screen of the Playback Station. The recording entries can be sorted on a single column or on multiple columns. A quick filter function is available. More comprehensive filters can be created, saved and loaded to enable fast searches for specific recording/s.
Extracting Recordings	<ul style="list-style-type: none"> Recordings can be extracted to disk or e-mailed directly from the Playback Station application. The relevant database entries are stored in a *.csv file. The audio is stored as a *.wav file and the screen recording video is stored as an *.avi file.
User and Rights Management.	<p>Users login in with unique usernames and passwords. They are restricted to functions depending on their user rights.</p> <p>The management function is used to:</p> <ul style="list-style-type: none"> Default user levels such as <i>Technician, Manager, Supervisor or Agent</i> are pre-configured. User management allows for the creation, deletion and editing of users and their rights. The user definition can be imported from an *.mdb file. All users can change their own password and select fields to be displayed in Playback Station and in the Quick Filter function. Add five additional user levels where required to suit user requirements. Customised user levels can be defined by an administrator or technician. The user rights templates allow for the definition of rights for: <ul style="list-style-type: none"> On Line Rights – (see, play, extract and delete, edit entries for recordings) Archive Rights - (see, play, extract and restore archived recordings) Agent evaluation (evaluate, view, edit and design forms) Manage User Rights – (users, teams, levels and user rights) Assign each user to a user level. The rights (as described above) assigned to the user level will automatically apply to each user. However, specific rights can also be assigned to or removed from a particular user. Team management allows for the creation, editing and deletion of a team. A user can be assigned to one or many teams.



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Incident Replay	<ul style="list-style-type: none">● The Incident Replay function saves various recordings as part of an incident. In other words related recordings can be grouped together.● Recordings can be added to or removed from the incident.● When the incident is replayed, all the recordings are played chronologically while the time line for the recordings is shown graphically
Verifier Audit	<p>Verifier audit provides an audit trail of activities on the system such as:</p> <ul style="list-style-type: none">● User and team setting changes● Recordings which have been extracted● Which users have listened to recordings and to which recordings they listened.
Statistics	<ul style="list-style-type: none">● The following statistics are provided by the system:<ul style="list-style-type: none">● <i>Individual and multiple team statistics</i>● <i>Individual and multiple team statistics</i>● Statistics are provided according to user level rights.● Statistics can be displayed in table and graph (line graph, pie chart, bar chart) formats.● Statistics data can be exported to a .csv file while tables and graphs can be saved in Microsoft Windows .rtf file format.● Statistics can be printed.
Agent Evaluation	<ul style="list-style-type: none">● Create and save evaluation forms.● Each form consists of one or more sections and each section consists of one or more questions.● Each question can be answered by:<ul style="list-style-type: none">● Yes, No, N/A: Only one option can be selected.● Check Box: The evaluator is provided a number of choices from which to make a selection. More than one choice can be made.● Text Box: The evaluator is able to type in free form comments or opinions.● Rating Bar: The evaluator is able to rate performance on a 1-5 scale. You may indicate your own criteria.● Date: Enter a date.● An evaluation is done by listening to the recording/s attached to the evaluation form and answering the evaluation form questions.● Evaluations can be saved and a re-evaluation can be done and compared to the previous evaluation.● The following evaluation reports are available:<ul style="list-style-type: none">● Call Evaluation Report: Displays all the aspects measured during the evaluation.● Call Quality Management Report: Displays rating bar results as percentages.● Call Evaluation Agent Comparison Report: Displays all agents' results in a table.