DYNAMIC INSTRUMENTS

CENTRAL STORAGE SOLUTION

The DI Central Storage solution lets you store call records from any DI digital voice recorder on a network server database, providing another access point to critical data and reliable back-up. Easy to configure, it provides many archiving options. It is compatible with various SQL database types such as My SQL, Microsoft SQL, PostgreSQL, Oracle and IBM, providing flexibility, high reliability and fast performance. This plug-in comes standard with DI Reliant II and DI Voice Vault II recorders.

ARCHIVING CONFIGURATION AND SCHEDULER
Simple to set-up and configure - just input your server IP address, configure the SQL database type, connect to a network server, and you are ready to archive. If your IT department wants the flexibility to manage traffic, archiving can be set up on a scheduled basis (e.g. daily, weekly, etc).

SELECTIVE ARCHIVING AND PURGING
Sometimes, you will only need to transfer certain call records to a Central Storage server. Users or administrators might want to archive recorder calls occurring during a specific time frame, by call data such as CLID, DTMF, etc., or by channel. The Selective Archiving function provides you with the flexibility to configure as a customer service program or a public safety event dictate. Additionally, call records might need to be purged. You can configure the "Retention Period" and its schedule, and all recorders beyond that period will be purged.
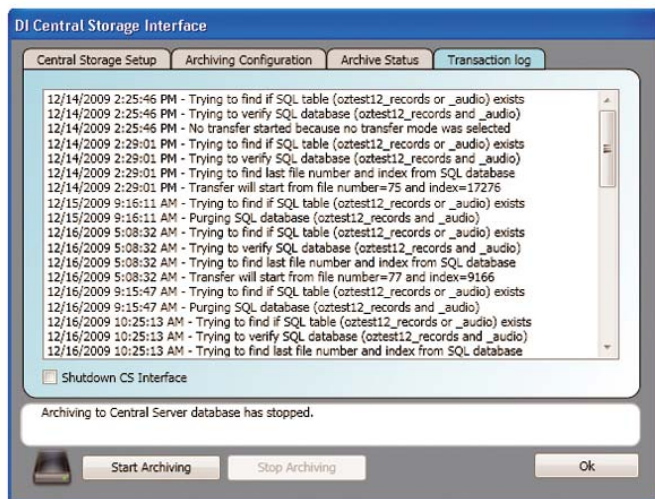
SYSTEM STATUS

This allows you to quickly verify your system configuration. You can also easily view the first and last records transferred, as well as the total number of records transferred.

EVENT LOGS

Event logs help you retain set-up changes and activity through the Central Storage Solution. This provides a history for troubleshooting, should a problem or network interruption occur. These logs are also stored within the complete recorder.

PLAYBACK

The DI Central Storage Solution also includes a free, web based version of Courier Playback. This simple, but powerful tool, allows the authorized user, based upon privileges at the recorder, to search and playback retrieved calls.

CENTRAL STORAGE UTILITY REQUIREMENTS

Recorder: DI Reliant II Version 7.0
Operating System: Windows Server 2003/2008, 32 bit edition
Databases: Microsoft SQL 2000, 2003, 2008, MySQL 5.1
Processor: P4 Core 2 Duo, Xenon recommended
RAM: 2GB, 4GB recommended
For playback: IIS 6.0, 7.0

Dynamic Instruments can provide you with a fully configured server if required. Please contact us for more details.

COMPLETE RECORDING SOLUTIONS

Enhanced Courier - Remote client: administration, supervision, search and retrieval application.
ReBOUND - Instant recall software: allows quick and easy retrieval of the latest communications from contact center agent positions.
DI-ROD - "Record On Demand": selective recording solution for agent, supervisor and manager lines.
DI InSight - Performance evaluation: quality evaluation and performance improvement application designed to automate assessments.
NetFLARE - System health monitoring: remote system status and alarm notification.

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