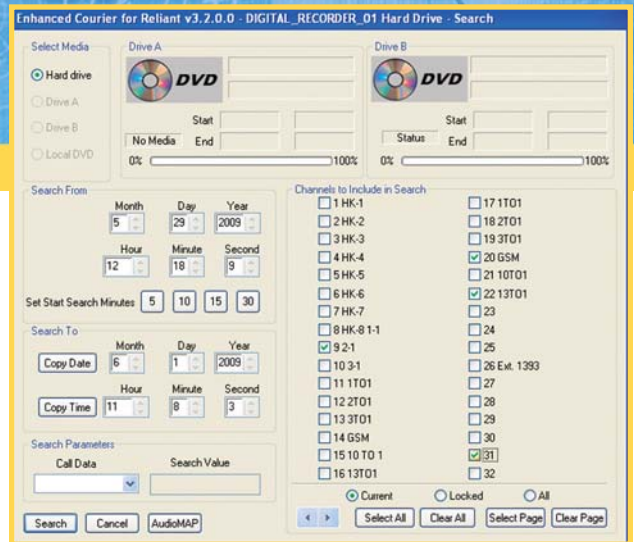


## ENHANCED COURIER Management and Incident Reconstruction Software

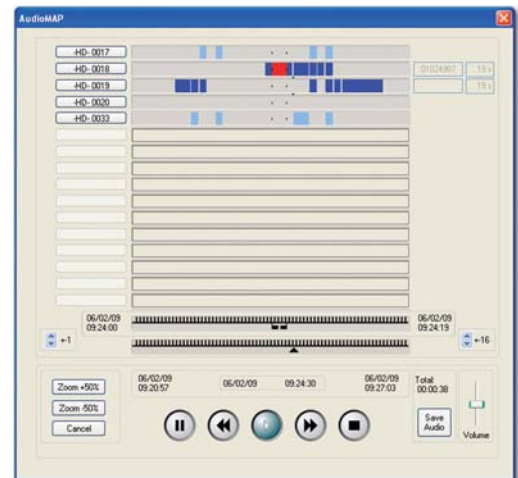
Dynamic Instruments Enhanced Courier is a complete, easy-to-use remote management application for accessing information stored in the DI Reliant and Voice Vault digital voice recorders. Because supervisors and managers continually multi-task, Enhanced Courier helps them quickly get to the information they need to make informed decisions, and move on to the next task.

Every user has a unique set of needs and Enhanced Courier responds in two ways. First, Enhanced Courier allows each user to customize the interface to match the way they prefer to look at the data. Second, Enhanced Courier provides customizable data entry and free hand notes that become a searchable part of the call record, ideal for creating a clear picture of an event whether for liability or training purposes. These features are expanded by use of the optional DI Data Port Manager, a data integration application.

Managing the recording process must be simple - that means quickly accessing the recorder to configure the recording process, set-up user privileges, and get analytical and diagnostic reports. Enhanced Courier improves the productivity and performance of front-line personnel and management alike - it's the right choice.



Easily search the data base with pre-constructed time periods, channels and selected call data



AudioMap allows the user to reconstruct an incident, playback, and save the audio from the search results

### FEATURES

### BENEFITS

#### Live Monitoring

Remotely listen to a situation in real-time to determine the appropriate next steps to take.

#### Incident Recreation and Distribution

Easily recreate an incident for liability protection, team training or individual development. Easily save, convert, and electronically forward as necessary.

#### Multi Channel Playback

Seamlessly playback VoIP, analog, digital channels all from one interface.

#### Lock Calls

Ability to lock up to 5,000 calls which will never be overwritten or deleted.

#### CTI Integration

Integrate additional call information into the recorder directly using the DI Data Port Manager for more complete audio records.

#### System Management

Set up user privileges, configure channels directly from the desktop and generate a variety of activity, maintenance and audit reports.

### SPECIFICATIONS

#### Operating System

Microsoft XP Professional SP3

#### CPU

P4 or Core2 Duo for optimum performance

#### Hard Drive Space

20 MB for application only - additional space for storing calls

#### RAM Memory

512 MB, 1 GB optimal

#### Video

With resolution of 1024 x 860 or higher

#### Sound Card

Direct X compatible - WMA encoder required

#### Playback Compression Rates

GSM, OK132, OK124, G723.1 (5.3kbps), and G723.1 (6.3 kbps)

#### Network Card

Ethernet - 10/10 MB/sec, 1GB optimal

#### Network Configuration

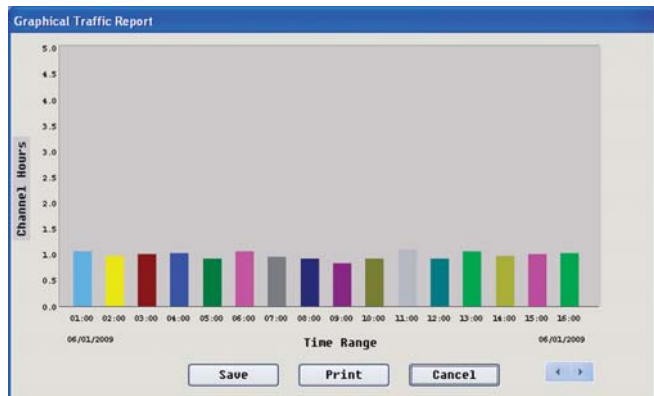
Peer to peer - TCP/IP

#### Recorder Requirements

DI Reliant or DI Voice Vault



Conveniently save audio with a 911 announcement or other, then choose a format and save to a folder



Various Management reports are available. Above is an Activity Report indicating channel hours/hr of the day used for resource planning

### FEATURE LIST

#### Set-Up Features

System set-up - channel access, feature settings  
User set-up - name, password, privileges, etc

#### Incident Playback and Reconstruction

Speed-up/Slow-down and loop playback  
Simple search  
Tag (group) calls  
Lock up to 5,000 calls  
Save incident at .WAV, MP3 or WMA  
Voice time stamp  
Multi-channel playback  
Save mixed audio as one file  
911 Call announcement

#### Management and Integration

Live monitoring - monitor up to 16 channels simultaneously  
Add agent name and notes  
Custom data fields available  
Access any recorder on the network

#### Management Reports

Call volume by channel  
Call traffic by hour  
User activity logs  
Comprehensive diagnostic logs for assistance with troubleshooting

### COMPLETE RECORDING SOLUTIONS

**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.

**DI Data Port Manager** - CTI integration package for ANI/ALI, agent name, etc.

**DI Reliant II and Voice Vault II** - Digital voice recorders.

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