

ReBOUND™

Instant Recall Software



Multi-Channel Recall

Selectable to 192 channels of playback

Selectable Call Display

Up to 500 records, automatically refreshes

Complete Set of Integrated Playback Controls

Additional Call Data Available

Including Caller ID, ANI, ALI and easily configurable call record information

Works with DI Reliant and Voice Vault

Dynamically Reconfigurable Display

Modify display as required without restarting the application

Fully Compatible with Analog, Digital, VoIP and Hybrid Recorders

Channel Name Displayed with Call Record for Easy Recognition

Full Screen Resizing

Secure Logon

Access only to user privileges authorized at the recorder

*In critical situations when performance and accuracy matter most, instant and reliable access to last communications is a must. Dynamic Instruments' **ReBOUND** provides the ease of use to quickly get the information you need to make the right decision.*

*DI **ReBOUND** delivers instant call replay and associated key data from a single mouse click. The setup allows for tremendous flexibility in what communications are monitored, what data is presented, and how many records are displayed. **ReBOUND** includes a simple and complete set of playback controls. Access is based upon user privileges setup at the recorder, providing the necessary administrative security.*

The image displays three overlapping windows from the ReBOUND software:

- ReBOUND Setup:** A configuration window with fields for "IP Address of Recorder" (10 . 153 . 30 . 63) and "Max Records" (50).
- Call Data:** A dialog box for selecting call data. It has a "Call Type" dropdown and a list of checkboxes for: Date, Time, Channel, Description, DTMF, Caller ID, ANI, Call Class, Duration, I/O, Agent Name, Machine ID, Location, Sequence, and Comp Rate. Buttons for "OK", "Cancel", "Select All", and "Clear All" are present.
- ReBOUND - Instant Replay:** The main playback interface. It features a table of call records with columns for Date, Time, Channel, and Description. Below the table are playback controls including play, stop, and volume sliders. The status bar at the bottom shows "Playing >> 191771 (Channel 16 :)".

Setup in three easy steps:

- 1) Select the communication channels to be monitored.
- 2) Select the call data and number of records to be displayed.
- 3) ReBOUND replay is ready to go.

DYNAMIC INSTRUMENTS

ReBOUND™

Instant Recall Software



Specifications

ReBOUND replaces separate and costly recall devices, freeing up valuable console or work center space.

ReBOUND minimizes network and workstation resource loads by residing in the background and silently cataloging the most recent audio transactions. No audio files are transferred until a recall session is activated.

Upon call selection, **ReBOUND** transfers compressed audio packets across a LAN, converting each received packet for virtually instantaneous audio reply.

ReBOUND allows operators to quickly search and locate critical calls. File playbacks can be aborted before completion and alternate replays immediately initiated

ReBOUND operates under DI's robust and flexible security system supporting multiple shift requirements for both sharing or securing call replay access.

ReBOUND...critical instant replay is just a click away!

Operating System

Microsoft Windows® 2000 Professional or XP Professional

PC Type

Multi-Media Classification

CPU

Pentium® 400 MHz or higher

Hard Disc Space

20 MB

RAM Memory

512 MB recommended

Monitor

SVGA Optimum 1024 x 768 or higher

Sound Card

DirectX Compatible

Compression Rates

GSM, OKI32, OKI24, G723.1 (5.3 kbps) and G723.1 (6.3 kbps)

Speakers

Shielded Computer Speakers

Network Card

Ethernet - 10 MB/sec or better

Network Configuration

Peer to Peer - TCP/IP

Recorder Requirements

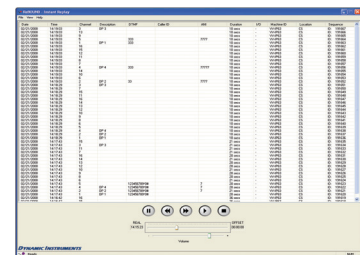
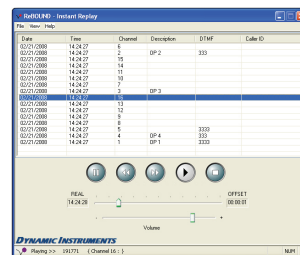
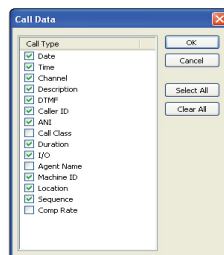
DI Reliant™, DI VoiceVault™, and DI Hybrid Reliant Version 5.7 and higher

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