DYNAMIC INSTRUMENTS

DI RELIANT® II

Digital Voice Recorder for Contact Centers

Designed for contact centers where 100% liability recording is required, the DI Reliant II is reliable and easy to use. To complete the solution, additional software applications are available for this recorder to provide liability, verification, quality management and training. With two rack mounted chassis options, the DI Reliant II can record up to 192 channels.

The DI Reliant II also provides recording flexibility as the needs of your contact center change. As many contact centers are adopting VoIP communications technology, the DI Reliant II can be configured to include VoIP, analog or digital lines into a single chassis. The recorder also comes standard with a Windows Embedded operating system, and a RAID 1 data storage system with 96,000 hours of recording time.

The DI Reliant II is a reliable, feature-complete, tightly secured recording solution for healthcare, utility, transportation, financial or any contact center where recording is essential for liability, verification or quality improvement processes. Whether you need to find a specific call, recreate a user experience, or evaluate your staff, the DI Reliant II is the wise choice.

CS5

CS7

FEATURES	BENEFITS
Hybrid VoIP chassis	"All-in-one-box" - the recording system can integrate analog, digital, T1/E1, and VoIP in the same chassis, reducing IT space and power consumption, with only one system to maintain.
Easy-to-use operator interface	Simple "point-and-click" GUI navigation.
Free seating	A flexible work setting allows agents to log into different stations.
Dual power supplies and RAID-1 data storage system	Both the CS5 and CS7 come with redundant, fail-over hot swappable power supplies and RAID-1 mirrored hard drives, ensuring system data recovery in the event of a hard drive failure. Optional RAID-5 striping hard drive (up to 1.5 terabytes) is available for even greater performance.
Windows Embedded operating system	The DI Reliant II is a single-purpose recording device improving performance, stability, and security.
Recorder software bundle - the complete package	Each recorder comes with one seat of Enhanced Courier remote client software, five seats of Record On Demand (ROD), and a seat of NetFlare for system "health monitoring".

CS5/CS7 SPECIFICATIONS

SYSTEM SPECIFICATIONS

Processor
Intel Core 2 Duo

Operating system
Windows embedded
Windows 2003 Server (optional)

Bus architecture
PCI 2.0 + PCIe

Chassis
Platinum 4U rack mount with front access to USB

Environmental conditions
Operating temperature: 0°C to 50°C
Storage temperature: -20°C to 85°C

Network
Gigabit (10/100/1000 Mbits/sec) LAN subsystem

Power requirements
90 - 130 VAC or 180 - 250 VAC, 47 - 63Hz, 400W

Dimensions/weight
Measured from handle to handle width, handle to rear panel deep.
CS5: 19"w x 7"h x 20.1"d / 482.6mm w x 177.8mm h x 510.54mm d
42 lb. / 20 kg
CS7: 19"w x 8.75"h x 28.5"d / 482.6mm w x 222.25mm h x 723.9mm d
66 lb. / 29.94 kg

RECORDER SPECIFICATIONS

Recording channels
CS5: up to 96 analog, digital or VoIP input channels
CS7: up to 192 analog, digital or VoIP input channels

On-line storage
Hot-swap RAID1 with 96,000 channel hours standard
Larger capacity RAID hard drives available

Redundancy
Hot swappable dual power supplies standard
Front accessible, hot swap, auto-rebuilding RAID 5 storage available

Archive media
4.7 GB DVD-RAM - Up to 1900 channel hours
Blu-ray storage available as an option

Recording triggers
Hook detect, VOX, continuous mode, digital, T1, E1, ISDN, contact closure, IP address recording
Audio compression options from 1:1 to 12:1
1:1, 2:1 (OKI32), 3:1 (OKI24), 13:1 (GSM) or 10.2:1 (G723.1-6.3 kbps), 12.2:1 (G723-5.3 kbps) compression

VoIP protocols
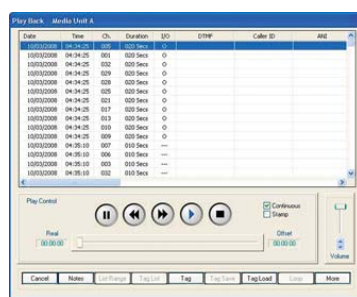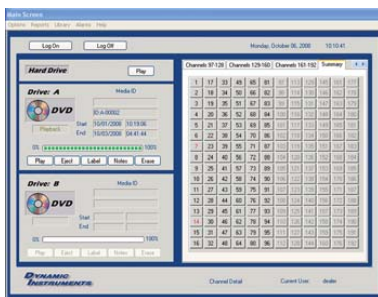SIP 2.0, Cisco Call Manager (Skinny), AVAYA Office Manager (H323), AVAYA IP Office, Alcatel, H323
Consult factory for current protocols

USER FEATURES

Search parameters
Time/date of call, channel name, channel number, call classification, CID, DTMF, ANI, In/out-bound, keyword or phrase , agent notes, account number, social security number, duration, locked calls, locking user, tagged calls, user-defined parameters, custom alpha-numeric data field. Optional CTI integration fields.

Playback and incident reconstruction
Multi-channel live monitor, continuous playback, loop playback, playback recorded audio with or without silent periods.
View audio records, plotted in a time coordinate with graphical scenario reconstruction. Insert spoken date, time and channel announcement at beginning or end of file playback.

Reports
Full-feature graphical reporting including call volume by hour and channel, system status, remote users, user activity, and media library.

Customizable data presentation
User defined data fields can be renamed and reordered.

Setup and security
System access/denial programmable by administrator for users by function and by channel. Lifetime antivirus protection.

Remote access
Remote client package included.

System diagnostics
System health monitoring, channel inactivity notification, activity reports, and user definable multi-level alarms.

COMPLETE RECORDING SOLUTIONS FOR CONTACT CENTERS

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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