



DI VOICE VAULT® II

Digital Voice Recorder for Contact Centers

The DI Voice Vault II is an excellent choice for small contact centers, such as bank or financial institution branch offices, a security or operations department, a government agency, a transportation company, a utility company, or a customer service center with less than 48 agents. The DI Voice Vault II delivers a cost-effective solution to not only record calls for liability purposes, but also to implement training, quality improvement and employee evaluation programs, using a complimentary suite of software tools.

Since the DI Voice Vault II can record analog, digital and Voice over IP (VoIP) all in one chassis, it easily adapts to the changing telecommunications needs of your operations. It is also designed as a single purpose, IT appliance, coming standard with Windows Embedded operating system, reducing IT support and improving reliability.

The DI Voice Vault II provides a set of tools for the small but important contact center that is cost-effective, feature-rich, and fully loaded with application software. Whether you need to record your calls, recreate an incident, or better evaluate employee performance, the DI Voice Vault II is the wise choice.



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.

Rack-mount design

Fits easily into standard IT rack and includes a front accessible USB port for easy installation and maintenance.

Optional DVD drive

DVD Drive for audio record back-up and off-site disaster recovery.

Windows Embedded operating system

The Voice Vault 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 DI-ROD (Record On Demand), and a seat of NetFlare for system "health monitoring".

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