DYNAMIC Instruments

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".

SPECIFICATIONS

SYSTEM SPECIFICATIONS

Processor

Intel Core 2 Duo

Operating system

Windows embedded

Bus architecture

PCI 2.0 + PCIe

Chassis

Black 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. 19"w x 7"h x 20.1"d / 482.6mm w x 177.8mm h x 510.54mm d 42 lb./20 kg

RECORDER SPECIFICATIONS

Recording channels

Up to 48 analog, digital or VoIP input channels

On-line storage

Over 42,000 channel hours standard Larger capacity RAID hard drives available

Redundancy

400W power supply standard

Archive media

4.7 GB DVD-RAM - Up to 1900 channel hours

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



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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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VoiceVault Rev 0109