

DCRS-9900

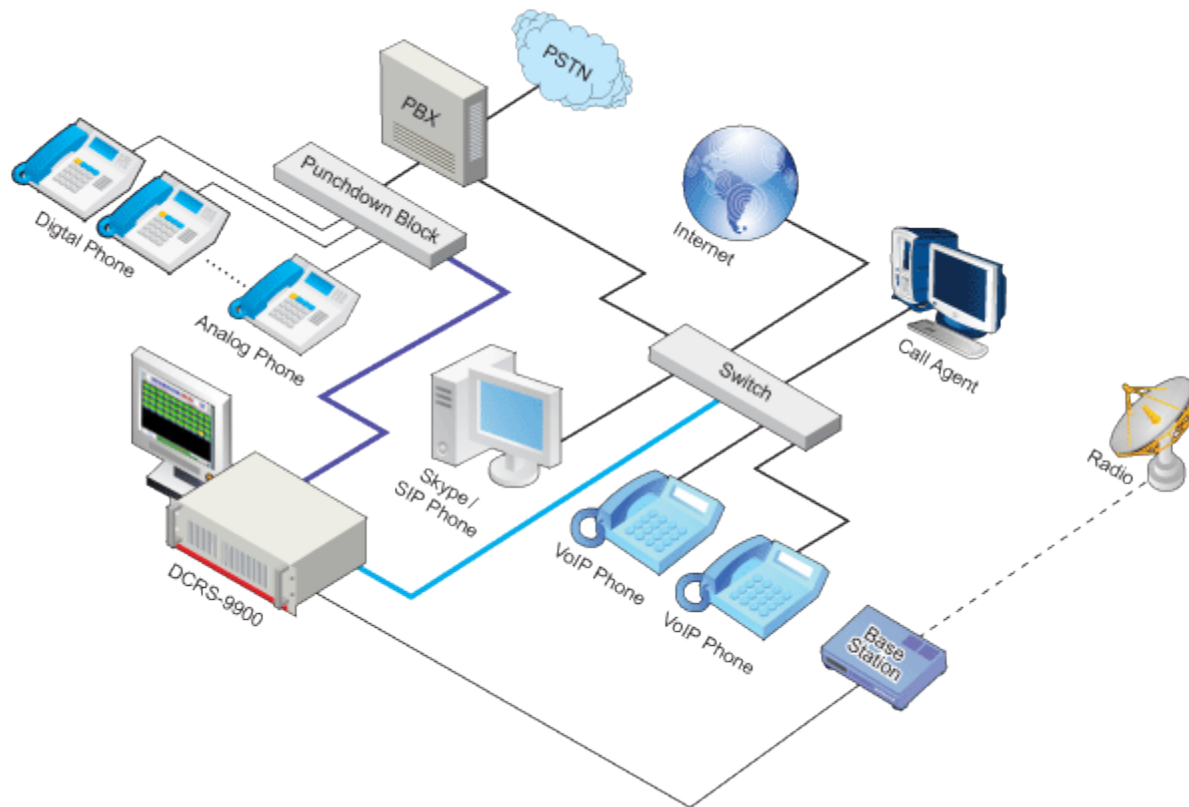
Multi-channel Call Recorder

All Standard Telephony Interfaces in One Box

While VoIP telephony is reinforcing their beachhead for becoming the first option of choice on telecommunication, analog and TDM are still in widespread use around the world. Being acted as a leading voice logger developer, Multisuns have factored this market trend into the DCRS-9900 call logging system structure - analog, TDM and VoIP telephony within the same physical unit if required.

In addition to the voice capture method being transparent to users, channels can be flexibly configured to support all common telephony interfaces, including :

- Analog trunks
- Analog PBX extensions
- Proprietary PBX digital extensions
- Centrex
- ISDN BRI
- ISDN T1/E1 PRI
- IP telephony
- 2-way radio
- Radio broadcasting
- VoIP
- Skype



System Architecture

Multisuns DCRS-9900 voice logger is based on Microsoft Windows, industry-standard PC hardware and Multisuns specifically engineered call recording software, enabling the call recording function to be easily configured to customers' specific requirements. Each DCRS-9900 voice logger starts from 8 channels and is expandable up to 256 channels. Multiple servers are free to group and network together, forming a system that ranges from a few hundreds up to several thousands of channels. The recording server further embraces maximum storage flexibility which voice recordings are stored in redundant hard drives (RAID-1) on-line and then automatically archived to DVD-RAM, DAT, NAS (Network-Attached Storage) as off-line data, and can be centralized to a central archiving storage server in remote location.

Desktop record-on-demand capability allows agents and supervisors to start and stop their recordings, or to tag recorded calls with important information. Calls can be easily searched by date, time, duration, channel, agent, caller ID, DNIS, dialer number, call index number, reference text, private data and more.

How DCRS-9900 Works and Supports

DCRS-9900 is an unattended and around the clock recording server. It starts and stops recording by detecting the phone line status or the line's D-channel information. It manages the recordings stored in hard disk according to hard disk free space threshold or recording retention period. It provides users an access to search recordings at the system console with the criteria including date, time, duration, channel, agent, caller ID, DNIS, dialer number, call index number, reference

text, private data and more. It has record-on-demand capability by which agents and supervisors can start and stop their recordings, or to tag recorded calls with important information at their own computer.

DCRS-9900 Generations

The DCRS-9900 voice logger was first released in early 1990's. Additional model names, such as DCRS-9900II, DCRS-9900III, DCRS-9900III-NE+, DCRS VoIP, DCRS-9900 VoIP, DCRS-9900 v5.0, were invented sequentially along with technology change, hardware enhancement and software upgrade, attempting to identify product generation.

Which is Best, Turnkey or Kit?

Is DCRS-9900 voice logger in turnkey system or in a kit? What is the best option of choice? For simplicity, choose the turnkey system that comes completely pre-configured for your specific needs which includes the PC, DSP recording cards as well as all the necessary software, cabling and accessories. For cost saving, choose the recording kit that is comprised of DSP recording cards and all necessary software.

Use and Benefit

Enterprises may be in need of call recording in a number of different situations:

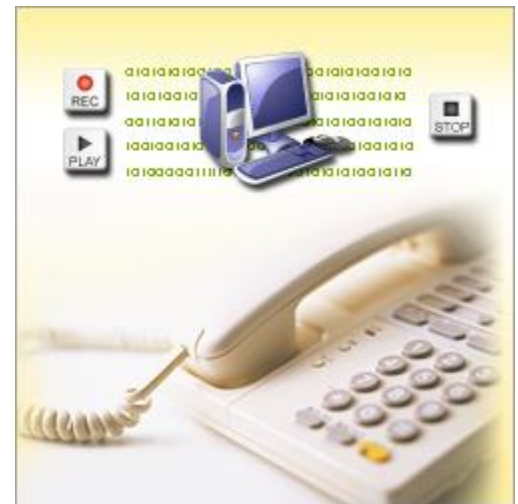
- When calls represent valuable agreements.
- When the quality of telephone interactions must be monitored.
- When security issues need to be considered.

DCRS-9900 voice logger is an excellent choice under following considerations:

- Analog, digital, VoIP and radio, especially in one box
- Archive media and compression techniques
- Connectivity and compatibility
- LAN/WAN/Internet operation
- Quality, reliability and flexibility
- Capacity and expandability
- Search and replay
- Security and integration
- Service and support

And DCRS-9900 can help assure to:

- Manage risk and meet regulatory standards
- Reduce staff turnover and increase brand recognition



- Yield additional revenue from finite customer base (while lowering costs)