

# VoiceCyber Logging System

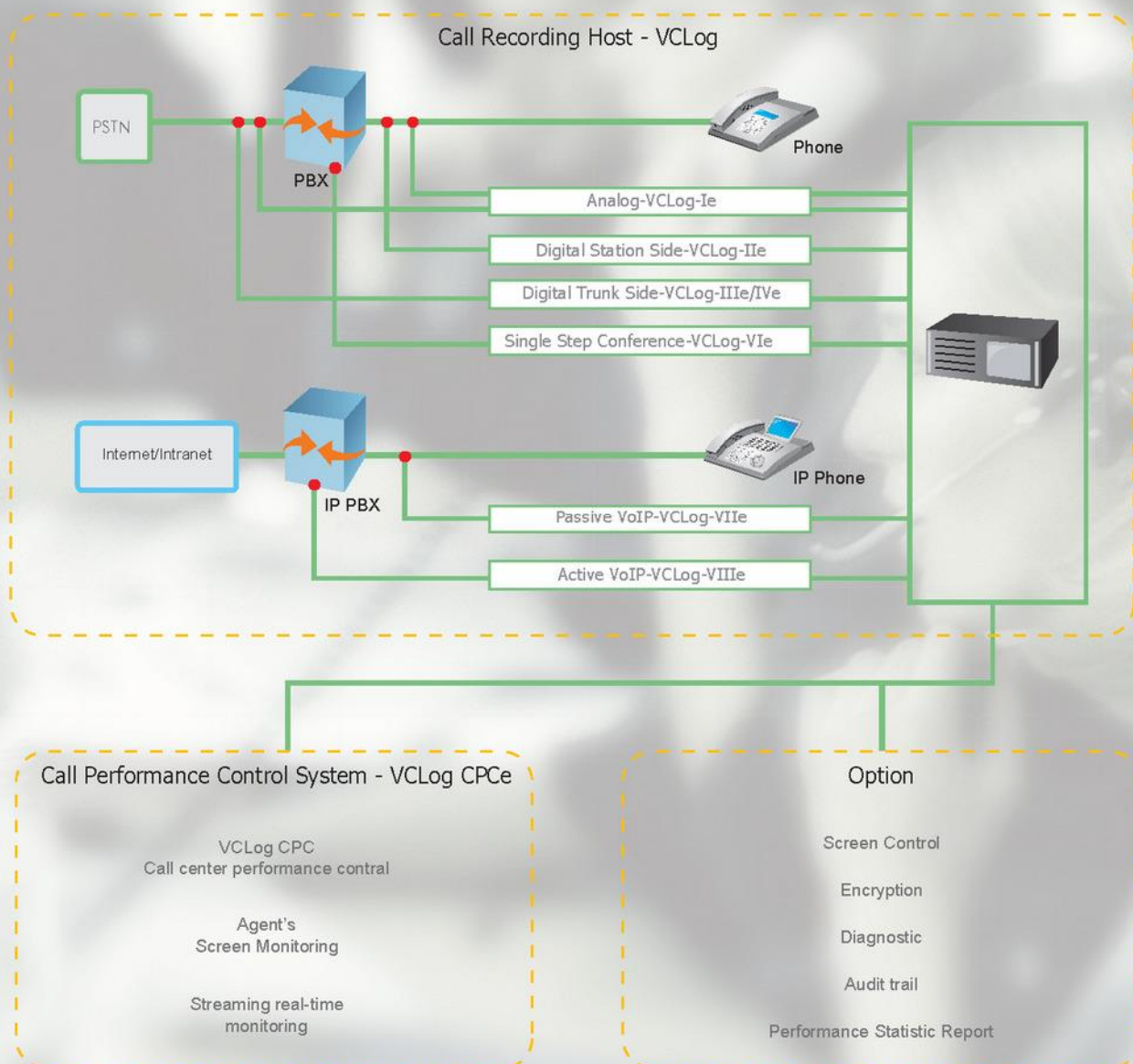
## Overview

Trusted and proven reliable and resilient for over a decade, VoiceCyber offers the most intelligent, flexible recording solution enabling contact centers, financial institutions, public safety and other sites to document all information related to certain business operations, protect the commercial confidential information and mitigate risk. VoiceCyber Logging System can record your multimedia interactions from a wide range of network configurations, TDM, VOIP and hybrid telephony environments, and across any number of locations.

It provides the capability to capture, store and maintain customer interactions, including voice, text and screen activity.

It's seamless integration with other VoiceCyber Smart Solutions such as VCLog ScreenLogger and Advanced Quality Management –CPCe (please refer to CPCe brochure) enhances VoiceCyber's offering to deliver significant value added capabilities which can optimize operational efficiency and provide detailed customer insight.

## Introduction to VoiceCyber Logging System



## Traditional TDM

With the high impedance line interface, VoiceCyber Logging System is a complete hardware solution for any call recording application. It not only can carry out tap recording in digital station side without any traditional DAC D/A conversion devices but also passively taps an analog loop or ground start 2-wire trunk in parallel, providing audio data while never interrupting service. Moreover, it is suitable for digital trunk type of E1 (R2)/T1 and ISDN (PRI) high impedance tap recording, support a wide range of telephony signaling system.

## VoIP Call Recording

Before we go any further, let's take a look at the typical VoIP telephony environment nowadays.

Please kindly refer to diagram as follows:

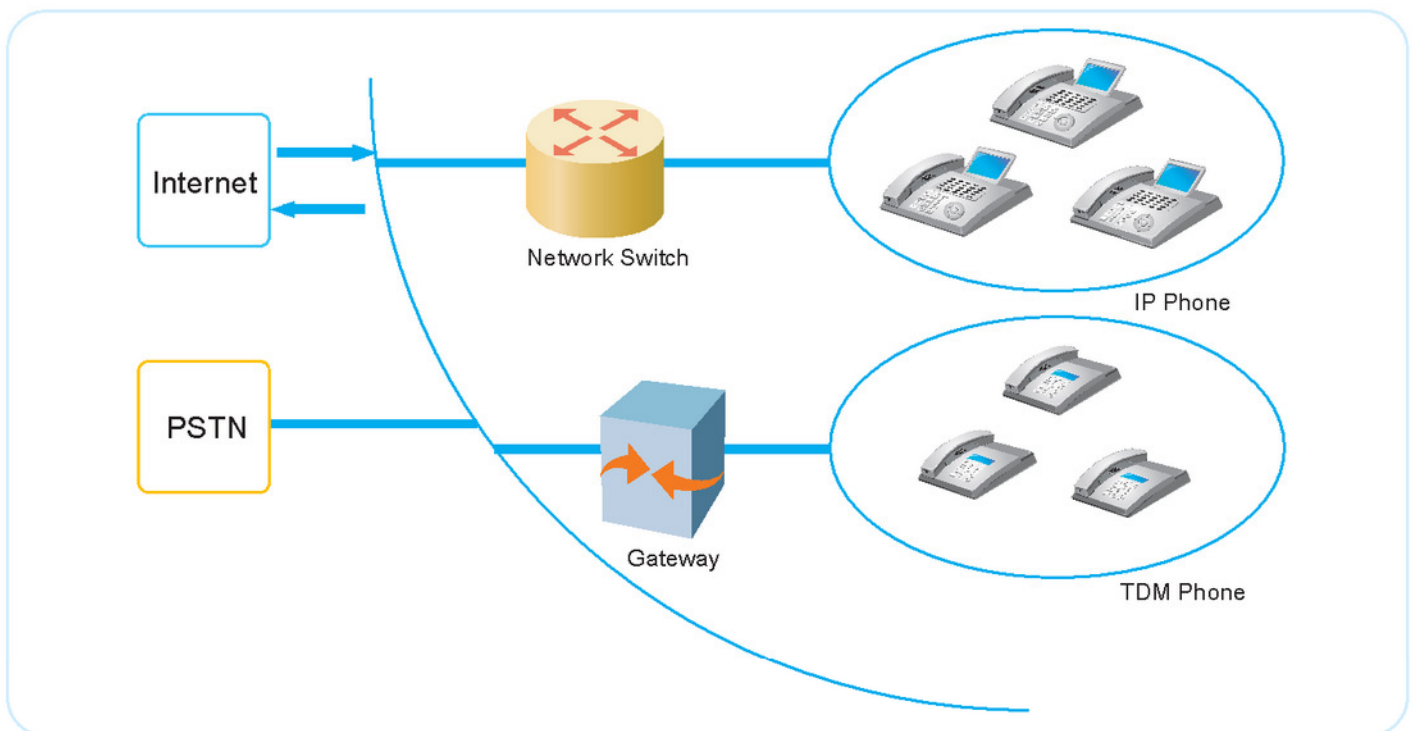


Fig. 1 IP telephony environment

The most popular deployment for VoIP communication environment today is hybrid mixture of TDM telephony and VoIP technologies. In order to receive the calls from traditional TDM network, the VoIP gateway is the must, which serves as a bridge between the PSTN and the VoIP network. It converts VoIP data packets and routes them to the appropriate receiving device.

Another key component in a VoIP network is the Network Switch. The Network Switch provides call control functions, including: call setup and termination, routing etc. even for some advanced functions like protocol conversion between H.323 and SIP. More and more manufacturers integrate the function of network switch into gateway itself. The function just remains the same whatever.

VoiceCyber, an award-winning Avaya, Cisco, Nortel, Genesys Gold Partner, has developed the most advanced VoIP call recording solution available today – VOIP Call Logger! Through collaboration with them, VLog ensures that organizations are able to effectively leverage VoIP recording solutions to capture, evaluate, analyze and improve multimedia interactions over converging both IP-enable network and IP-PBX environment. VLog provides multiple approaches to VoIP recording scenario, Trunk side recording with CTI/ACD involved, conferencing mode recording, Passive/Active mode recording and Packet Forwarding with VLogCMServer.



# Voice Logging System Focus

## Recording

### 1. Efficient Search and easy playback

Our patented, synchronized audio and screen playback can help you gain a better understanding of what occurred during specific interactions, and advanced querying capabilities support a broad range of search criteria.

See more details in VCLog module description---Search & Playback

### 2. Word Mining

VCWordMining, an optional module in VCLog family, generates living alarm by spotting the preset key words. It also empowers you a shortcut to access a plenty of call records via telephone, by simply speak out the preset key words during searching audio records via phone, you will find the wanted records very convenient.

See more details in VCLog module description---Word mining

## Archiving & Recycle

Voice Logging system provides storage options that include redundant hard drives, manual or automatic archiving to DVD-RAM, as well as support for NAS, SAN, and etc. It also provides "N+1" storage redundant management, which is bound to make your archiving system more stable. In addition to archiving the audio conversation in a local or remote storage area, you can choose the clear data both on storage media and database periodically to keep your archive system in good health.

See more details in VCLog module description---VCLog Backup & VCLog Recycle

## Screen logging

VCLog Screen Logger (Options) enables you to live monitor the agent records and screens without network block and time dither, and can capture all activity on your agent's desktop as well, including mouse movements and keystrokes, without disrupting agents.

See more details in VCLog module description---Screen logger

## Browser based management

VCLog Web (Options) enables you manage, access, search, playback the audio records by the easiest way. Wherever you are, just simply type the IP address of the logger, user name and password, you are able to carry out full control of your logger.

See more details in VCLog module description---VCLog Web

## System security (Options)

### 1. Diagnostic (Options)

VCLog Diagnostic System is devoted to live monitoring the status of server hardware, service, database and recording process. It will greatly help you control your recording system status and minimize the loss caused by some undetected mistakes.

See more details in VCLog module description---Diagnostic

### 2. Encryption (Options)

VCLog not only enables you to trail all the operation activity in the logging system, but it can adopt an encryption strategy in recording process. This double-security strategy ensures you a robust and safe recording system, which will prevent you against most unauthorized incidents and abuse.

See more details in VCLog module description--- Encryption

### 3. Operation Report (Options)

In order to help secure recordings from unauthorized access, you can assign the right of playback and monitoring to each user by channel, individual, and talk group. VCLog operation report can track all the operations of logging users.

See more details in VCLog module description--- VCLog Operation

## Call Performance optimization

VCLog Statistic Report (Options) and VCLog CPCe can help your contact center improve agent performance and enhance customer satisfaction. Supervisors can play back recordings and screens, assign tasks to evaluate agent performance, build new scoring forms, and access a broad selection of quality management reports — on site or remotely — all from their desktops.

See more details in VCLog module description---Statistic report

Want to know more about VCLog CPCe? Please refer to VCLog CPCe brochure.

# Product Specification for Call Logger -VCLog series

- 4~256 channels per system
- Signal/Noise ratio: 35dB ~ -15dBm
- Ring detection: 30Vrms(min).16-68Hz
- Frequency response: 300Hz – 3400Hz +/-3dB

## Operation Condition

- Operating Temperature: 0C to +60C
- Storage Temperature: -20C to +85C
- Humidity: 8% to 80% non-condensing
- Storage humidity: 8% to 80% non-condensing

## CODECS

- |              |  |
|--------------|--|
| •8Kb/s:      | G.729A                                     |
| •13 Kb/s:    | GSM 6.10, Microsoft GSM                    |
| •16 Kb/s:    | G.726                                      |
| •24 Kb/s:    | G.726, OKI                                 |
| •32 Kb/s:    | G.726, OKI                                 |
| •40 Kb/s:    | G.726                                      |
| •64 Kb/s:    | μ-law or A-law per G.711, 8 bit linear PCM |
| •128 Kb/s:   | 16 bit linear PCM                          |
| •Wav format: | Microsoft GSM, 16-bit PCM                  |

## Operation environment:

- OS: Microsoft Windows NT4.0, Microsoft Windows 2000, Microsoft Windows 2003, Microsoft Windows XP, Microsoft Windows Vista, Microsoft Windows 7
- Database: MySQL、SQL Server、Oracle

## Audio signal

- Receive range: -68 dBm to + 3 dBm
- Input gain control: +24 to -64 dB
- Silence Detection: Programmable from API
- Transmit volume control: +24 to -64 dB
- Automatic Gain Control (AGC): Programmable from API
- Automatic Volume Control (AVC): Programmable from API
- Activity Detection: Programmable from API
- Alert Tone: Programmable from APIs

## Trigger conditions:

- On/off hook
- VOX
- Raw D channel
- Network TCP/IP
- Voltage detection

## Selective recording parameter:

- VoiceCyber Logging System
- Agent or agent ID
- Channel ID
- Inbound or outbound
- DNIS or ANI
- Date

## Record on Demand:

- Via desktop application
- DTMF detection

## System Safety:

- Disk RAID
- Disk Mirroring

## System administration:

- Multi-grade password
- Multi-grade system administration

## Communication interface:

- RS232, Ethernet, modem