

DiaVox WinVCL CALL LOGGER/RECORDER

The Ultimate Digital Call Recorder

DiaVox WinVCL is a versatile digital voice call recording system that is a Windows 2000 based and offers wide range of recording, playback and archiving capabilities and features.



APPLICATIONS

DiaVox WinVCL is an important and critical tool for many enterprises that are involved in finance and insurance, various call centers, law firms and health care, and government and public safety (emergency, 911).

- Transaction Verification
- Quality Assurance/Monitoring
- Loss Protection
- Productivity Improvement
- Training Tool

Agent QC – Evaluation and Scoring Software has an agent evaluation and scoring ability and has reporting capabilities as well. It includes custom **Evaluation Form Builder Module** and **Analysis Module**, and combines sophisticated tools with ease of use and flexibility.

It is a powerful package that includes ability to create custom evaluation forms according to company requirements.

Evaluation Form Builder Module makes a creation of custom forms very simple. It allow the user to define fields by selecting items from pull-down lists and scoring options from available ranges with selectable scoring methods. (See samples of Agent Evaluation forms.)

Supervisor utilizes LAN-based Recorded Call Retrieval Option on DiaVox WinVCL to do evaluations of agents. Evaluation Form Builder Module is password protected to restrict access for form creation, edit and scoring functions.

Analysis Module allows performing evaluations of Agent, Group, or Center as well as Supervisor/Evaluator. It also includes custom **Analysis Reports Builder** that allows creating custom report formats. Analysis Module has password protection.

AGENT INTERFACE

The **DiaVox WinVCL** system supports client/server architecture with the ability to:

- Start/Stop call recordings from an agent's work station by an agent or a supervisor
- Listen to selected call recordings from an agent's work station by an agent
- Start/Stop all call recordings from a supervisor's work station
- Listen to selected or all call recordings by a supervisor.

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A Voice Processing Company

DIAVOX TECHNOLOGIES, INC.

ARCHIVING RECORDED CALLS

Recorded calls are archived to removable media such as a DVD or another PC on the network either **on demand** or on a **scheduled** basis. Both methods can be used concurrently. Selecting and highlighting the desired group of calls on a main Recorded Call screen and selecting an archiving media perform the archiving on demand.

Call Archiving Media

- CD
- DAT
- DVD
- Archiving to network drive
- Via TCP/IP Network connection

Call Archiving Schedules

- Daily
- Weekly
- Monthly
- Time Windows

The system administrator can select to archive all recorded calls or only calls with a matching criteria defined by a filter. Once the recorded calls are archived to a removable media the recorded calls could be deleted from the main voice storage hard disk.

The **filter** allows the user or administrator to select recorded calls to be archived based on:

- Call day of week
- Time intervals
- Caller ID
- Area codes, etc.

INTEGRATIONS and CONNECTIONS

DiaVox WinVCL *digitally integrates* with many PBX's including:

- Nortel
- Lucent
- NEC
- Panasonic
- Siemens
- Ericsson
- Aspect ACD
- T1 and E1 trunk lines.

DiaVox WinVCL can be connected directly to:

- Phone system digital, T1, E1 or analog CO trunk lines
- Phone system (PBX) analog or digital station ports.
- Radio receiver analog outputs

DiaVox WinVCL offers **LAN network/CTI connectivity** via 100 mbit Ethernet port. It is also integrated with the WinSeries Voice Mail/Auto Attendant System. The same system can be used for both applications simultaneously.

SYSTEM CONFIGURATION

Standard DiaVox WinVCL hardware includes

- 8 to 96 Voice ports
- 2,000 hours of voice recording
- Redundant Disk Drive
- Archiving to DVD

12,000 hours of voice recording with redundant hard drive and Second DVD drive are **optional**.

CALL RECORDING

Recording of incoming calls can be done based on various schedules specified for each extension. The schedules can be specified for each day of the week and be changed dynamically by system administrator or a Call Center Supervisor as needed. The supervisor or system administrator can pre-program **flexible recording schedules** for each monitored extension changeable any time.

- Recording all calls all the time
- Recording calls based on schedule, dialed number, etc.
- Real-time call monitoring by the supervisor
- Random schedule recording (time of the day, day, week, month)
- Selective recording (dialed number, Caller ID, agent, etc.)

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DiaVox WinVCL offers different **Call Recording Activation Options:**

- Voice detection start/stop
- Off-hook detection
- Ring detection
- Digital channel start/stop
- T1/E1 tapping
- CTI activated

Data Base Support

- Access
- SQL

Call Logs & Reports

- Line
- Extension
- Start date/time
- Inbound/Outbound

SYSTEM ADMINISTRATOR and SUPERVISOR INTERFACE

The **DiaVox WinVCL call review** screen gives the user the ability to view all of the calls stored in the database. The supervisor reviewing the calls can also add a written note to a voice call recording if so desired.

The supervisor can listen to multiple recorded calls with a played time being displayed and can move to any location of the call by moving the slide bar. The selected call number along with the elapsed time is shown on the display window. The total length of the played call is displayed at the end of the slide bar. Once the call is played, the call record status is marked as played, and the date and time is logged into the call record.

If the call record is deleted, the call record status is marked as deleted, and the date and time is logged into the call record.

The supervisor has ability to do

- Real-time Call Monitoring on Any Channel
- Multiple record Search & Playback
- Open Playback via Standard WAV File Format

Call searches can be made by selecting any one of the following criteria's:

- Chronological
- Agent/extension name
- Calls for all time periods (sorted by the received date and time)
- Calls for specific time periods (sorted by the received date and time)
- Calls for all agents/extensions (sorted by agents names or extensions)
- Calls for specific agents/extensions

Call Monitoring

The System or Call Center supervisor can listen to an agent's call in real-time. All call statuses can be simultaneously monitored and displayed on a supervisor's workstation and one agent call per workstation can be monitored audibly via multimedia speakers.

Instant Recall/Playback of recorded calls allows listening to most recent recorded calls (from 1 to 2,000 hours) by pressing a single button.

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