

# DiMETRO Voice Recorder

DiMETRO Voice Recorder is the most cost effective call recording solution available today. By leveraging your existing investment in PC's and network infrastructure, a multi-user recording solution not only increases your return on existing IT assets, but also provides you with a highly scalable and flexible call recording solution.

## Ten reasons to choose DiMETRO as your recording solution.

1. Conversations can be recorded regardless of your underlying technology - VOIP, PSTN, ISDN etc.
2. Recording can be easily triggered by your applications using our simple command line API.
3. DiMETRO does not use proprietary hardware or software. IT Departments love DiMETRO!
4. DiMETRO lets you chose the level of compression and quality you need.
5. DiMETRO interfaces to the Windows desktop to identify the user.
6. Recordings can be stored locally or regionally and uploaded to a central site at a scheduled time.
7. Each recording can be tagged with additional descriptive information to aid subsequent searching.
8. Centralised maintenance of user profiles and recording criteria.
9. Browser based search and playback.
10. DiMETRO is a non-invasive recording solution. Your call centre will remain online during installation

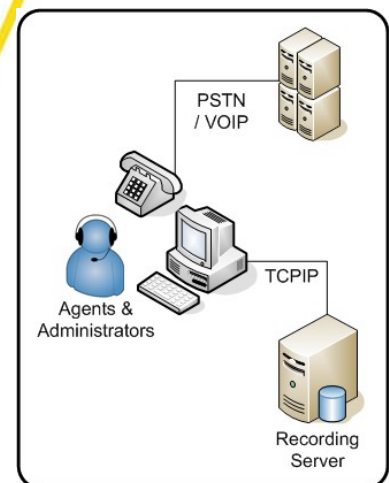
DiMETRO Voice Recorder is comprised of two components; the recording client and the recording server. The recording client uses a telephone patch adapter to record conversations from the agent's handset to the soundcard on their PC.

Using the latest voice compression technology, the recording is sent across the existing network to the recording server. The recording server manages the safe storage of recordings, monitors user access, handles recording queries and data archiving. Both components use existing "off-the-shelf" technology, providing a low cost, highly flexible call recording solution.

Unlike traditional recording solutions, DiMETRO does not require the installation of equipment at the PABX/ACD. Regardless of whether your workplace uses flexible or assigned workstations, DiMETRO is able to follow an agent and correctly assign ownership to recordings. This non-invasive approach means the DiMETRO call

*"The implementation and acceptance of the DiMETRO solution has seen a significant improvement in agent productivity, a reduction in calls abandoned, and improved customer satisfaction."*

**Philip Greetham, Manager  
Technical Support Centre  
Asia Pacific Region  
Rockwell Automation**



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recording solution can be implemented without affecting the existing telephone infrastructure or impacting the ability of the call centre to process calls.

The technology independent nature of DiMETRO allows the seamless recording of calls regardless of the underlying telephony transmission. Whether you use a Public Switched Telephone Network (PSTN) or Voice Over Internet Protocol (VOIP), DiMETRO is able to capture conversations, centrally store the recording and playback on demand.

Call recording can be initiated by a number of triggers. Continuous recording captures every second regardless of whether actual activity occurs, automatic recording is triggered by the detection of sound and stops after a configurable length of silence, scheduled recording can be pre-defined based on day of the week and time of the day, manual mode enables a user to start/stop recording at will, custom triggers enable the integration of recording into external applications/events.

DiMETRO makes extensive use of browser based technology to reduce deployment time and cost. Users can search and playback recordings from their browser. DiMETRO's use of non-proprietary media formats ensures all users can listen to recordings without the need to install additional software.

By embracing industry standard technology, including IBM WebSphere and MS-SQLServer, DiMETRO offers a highly scalable yet open technology platform. As your recording requirements grow, DiMETRO will meet your needs in a flexible and cost effective manner.

## System Requirements

### Recording Server:

- ▶ IBM WebSphere, BEA WebLogic, JBoss
- ▶ Microsoft SQL-Server 2000, Oracle
- ▶ TCP/IP network
- ▶ 1.7 GHz Pentium IV with 2GB RAM
- ▶ 80 GB HDD\*

### Recording Client:

- ▶ 500 MHz Pentium III, 256 MB RAM, 20GB HDD
- ▶ Microsoft Windows NT, Windows 2000, Windows XP
- ▶ Soundcard
- ▶ TCP/IP network

*\* Actual hard disk size will vary based on number of agents, average call length, desired recording quality and archiving policy.*