



# Audiolog PRO

Product Specification

## Overview

The Verint® Audiolog™ call recording server has been installed at thousands of call centers, finance, and public safety sites worldwide to provide reliable recording, storage, retrieval, and playback of important telephone and radio calls. Audiolog can significantly reduce acquisition and maintenance costs through the efficient use of commercial-off-the-shelf hardware and software platforms. Audiolog can be used standalone or as a specialized server within your networked environment.



Audiolog provides the capabilities to:

- Capture and record telephone and/or radio communications with date and time stamps, as well as other unique identifiers (based on availability) that allow users to easily retrieve specific recordings to determine what was said by whom and to recreate a series of events
- Store recordings on the system's hard disk(s) for immediate online access
- Archive recordings onto removable DVD-RAM cartridges for long-term storage and playback
- Archive recordings to a Network Attached Storage device for long term storage and continual online access to recordings, if desired
- Create and maintain a comprehensive catalog database of recordings
- Permit authorized users to easily search for and play back recordings
- Permit live monitoring of channel audio by authorized users
- Prevent unauthorized access, modification, monitoring, and playback, through the use of a comprehensive security mechanism
- Create and maintain a library database of previously recorded DVD-RAM cartridges
- Permit authorized users to insert a previously recorded DVD-RAM cartridge and easily search for recordings
- Optional Rack Mount Server

The screenshot displays the Audiolog software interface. At the top, there are status indicators for 'Serial Archiver' and 'Recorder'. Below these are playback controls for 'MCPlayer'. The main window is titled 'AUDIOLOGAdmin' and shows a catalog of recordings. A search filter is applied for 'DIANE WOOD' on 24-Jul-1998, resulting in 35 entries. A pop-up window is visible over the catalog, displaying a memo for a recording on 24-Jul-1998 at 9:05:28 AM. The memo text reads: 'Outgoing call to ABC Company. Agent was prompt and courteous. Will call back on the 25th for a follow-up.' Below the memo are 'Save', 'Print', and 'Cancel' buttons. At the bottom of the interface, there is a 'CTLink' status bar showing call events.

Time	Duration	Reference	I/O	DialedNumber	CallerNumber	CallerName
5:39:06 PM	00:11:29		0	18886372661		
5:08:42 PM	00:01:24		0	18886372661		
5:00:48 PM	00:00:07		I		206	John Smith
4:51:55 PM	00:00:06		I			
4:48:42 PM	00:00:28	Personal call	I		200	Joan White
4:46:44 PM	00:00:22		I		202	May Green
4:35:32 PM	00					
3:16:19 PM	00					
3:13:17 PM	00					
2:48:36 PM	00					ABC INC.
2:40:19 PM	00					Mary Green
2:39:32 PM	00					TKO INC.

## Specifications

*Note that all specifications are subject to change without notice.*

### Channel Capacity (Per Server)

- 8 to 48 Analog channels
  - 8 to 48 Digital set-tap channels
  - 4 to 24 Basic Rate ISDN and Mitel digital set-tap
  - 24 to 48 T1 tap, ISDN-PRI tap or terminating channels
  - 30 to 60 E1 tap, or ISDN-30 tap or E1 terminating channels (PCM30)
  - 32 to 64 BT Megalink (PCM32) channels
- VoIP Interception/Delivery: Varies depending on RTP media compression and method of delivery/acquisition

### Online Recording Storage

- 250GB Total Storage
- 35,000 channel hours (13Kbps GSM) –
- 57,000 channel hours (G729a 8Kbps)
- 86,000 channel hours (G723.1 5.3Kbps)

Optional HDD Upgrade

- 500GB Total Storage
- 73,000 channel hours (13Kbps GSM) –
- 120,000 channel hours (G729a 8Kbps)
- 180,000 channel hours (G723.1 5.3Kbps)

### Archive Storage Options

- Single or dual optical DVD-RAM drive
- DVD media (9.4GB double sided): 3750 channel hours (G723.1 5.3kb/s speech codec)
- Programmable archive media retention and protection
- Central Archive Storage (CAS)

### Network-Located Storage Options

- Network Attached Storage (NAS), EMC Centera, Audiolog Virtual Media (AVM). AVM supports Veritas Backup Exec integration option.

### Catalog and Library Databases

- Catalog database of all recordings
- Library database of all archive media cartridges

### Playback Search Parameters

- Multi-parameter indexing and search capability: channel, date, time, duration, reference text, memo contents, dialed number, calling number, agent name, agent ID, call index number, user-specific database fields (actual parameters available depend on PBX, trader, or radio system)

## Security

- Flexible application-level security with multiple (unlimited) Audiolog user profiles that control permission for media eject, media format, playback by channel, playback by agent, channel monitoring, agent monitoring, configuration, passwords, and shutdown

## Compression (Recording Rates)

- 5.3Kbps (G.723.1), 8Kbps (G.729a), 13.3Kbps (GSM), 24Kbps (G.726 ADPCM), 64Kbps (PCM), 128Kbps (linear) (Recording rate is freely assignable on a per channel basis). Not all compression rates are available with every input type.

## Audio Characteristics (Analog Interface)

- Frequency response: 300 to 3400 Hz +/- 0.5dB
- Signal-to-noise ratio: >35dB referenced to -15dBm at 64 Kbps

## AGC Characteristics

- Fully adjustable AGC attack, decay, target, threshold

## Recording Activation Triggers

- VOX, hook-state detection, continuous, programmable DC voltage detection threshold for each channel (for analog off-hook detection), CTI, or remote activation

## Recording Termination

- Silence, hook-state detection, DTMF, CTI, remote, or SMDR (CDR)

## Analog Interfaces

- Loop-start, ground-start and DID/DDI trunks, service observe and single-step conferencing applications, analog PBX extensions, speakers, microphones, radio, handsets

## Digital Set-Tap Interfaces

- Digital interface cards support tapping of PBX and ACD phones from manufacturers, including: Alcatel, Aspect, Bosch (Tenovis), EADS, eON, Ericsson, Fujitsu, Inter-Tel, LG, Mitel, NEC, Nortel, Panasonic, Philips, Rockwell, Samsung, Siemens, Tadiran and Toshiba.
- D-channel signaling capture and record activation/termination (check for PBX support)

## Digital Trunk Passive Tap Interfaces

- High-impedance passive tap: interface supports the passive monitoring of T1, ISDN-PRI, E1, or Euro-ISDN 30 trunks
- D-channel signaling protocols supported: CAS, NFAS, DASS2, Q.931 based ISDN variants, including EuroISDN, QSIG

## VOIP Interfaces

- VOIP PBXs are supported from the following manufacturers: CISCO, Avaya, Nortel, Ericsson, NEC, Alcatel, Mitel
- CTI required for all interfaces
- H.323 and SIP supported without CTI integration

## Audiolog Server Software

- Recorder, Player, Locator, Archiver, Manager
- Optional 4-channel player with talking time and date (optional); RAPI-X server module (optional)
- CTI Link for SMDR or CTI integration (optional)
- IRIS scheduled and criteria-based recording (optional)

## Audiolog Client Software Options

- Remote playback client
- 4, 8, or 16-channel remote playback client with talking time and date
- Instant recall playback client
- Remote live monitoring client
- Record-on-demand (RODNI) client

## Browser-Based Playback and Evaluation Options

- Audiolog Interaction Review (AIR) playback
- Audiolog Interaction Quality (AIQ) evaluation and reporting

## Alarms, Diagnostics and Reports

- SNMP, spoken, visual, and email Audiolog server alarms
- Optional modem for remote diagnostics.
- Extensive Windows 2003 and Audiolog event logging  
Powerful SQL database engine (MSDE) fosters custom report design. Reports are easily generated from the logs and databases. Audiolog reports are available in tabular or graphical format with channel or agent activity details.

## Label Printer Option

- USB Label Printer for archive cartridge labeling

## Client Software Licenses (Standard)

- 2 seat license for Audiolog Remote Player Client (ALRC), 2 seat license for Audiolog Instant Recall Plus Client (ALIR), 1 seat license for Audiolog 4-Channel Player Client (ALMCP4CL/TTD), 2 concurrent licenses for Audiolog Interaction Review (AIR) and 1 seat license for Audiolog Management Console Client (AMC)

### **RAPI-X Software Development Kit**

- Active-X recording control API
- Language support: C++ and Visual Basic 6.0

### **Audio Output**

- External amplified multi-media speakers
- Remote playback via LAN to multimedia PC
- Email recordings via drag and drop; play at multimedia PC

### **System Platform**

- Intel Pentium IV CPU
- Dual hot swap 300GB hard drive (standard)
- 1GB memory, single or dual 9.4GB DVD-RAM IDE
- 10/100/1000Mbps Ethernet NIC, AGP video, sound
- Dual hot swap 500 watt power supply

### **Operating System**

- Microsoft Windows XP Professional, optional Windows 2003 Server (32-bit)

### **Network Connectivity**

- 10/100/1000Mbps Ethernet; TCP/IP, NetBeui, and Nwlink (Novell)

### **Time Synchronization**

- SNTP and NTP

### **Peripherals Required**

- SVGA (or better) color display, USB/PS2 keyboard, USB/PS2 mouse, amplified external speakers

### **Power Requirements**

- 90-132 VAC / 180-250 VAC, 50/60 Hz (400 Watts max)
- Recommended uninterruptible power supply (UPS): 750VA/400W min. (not supplied)

### **Environmental**

- Recommended operational: 4 to 30 degrees C
- Storage: -30 to 70 degrees C
- 10% to 80% RH, non-condensing @ 40 degrees C

### Dimensions, Weight and Color

- 4U 19" rack-mount; depth: 21"; weight: +50lbs; color: black
- Optional slider kit for fitting into 19" rack mount cabinet

### Approvals

- Emissions: EN55022: 1998 Class A, FCC Part 15 Class A
- Immunity: EN55024: 1998
- Safety: EN60950, 3<sup>rd</sup> Edition (2000)
- CE

### Languages

- English, Spanish, Turkish, French, Japanese

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