

Key Features and Benefits

- Data capturing with scaleable Analogue, Digital (E1/T1/PRI/BRI), Digital Extension, VoIP, TAPI and SMDR interfaces
- Reliable non-stop recording
24 hours/ 7days non stop recording on 200 -1.000 GB HDD (up to 140.000 h)
- Hundred thousands of hours storage capacity with archive drives, RAID, NAS, DVD systems
- Easy-to-use Windows applications, Web clients
- Scaleable system architecture
Onsoft platforms can be installed in any Windows-compatible environment ranging from a desktop to a 19" server rack
- LDC systems can be configured to record, "live monitor" and archive communication at one location, or to be distributed over several locations using IP as connectivity – LAN, WAN, VPN or Internet
- The, open flexible API allows for integration with existing customer applications

Search Criteria

- Fast and efficient search by:
 - date, time
 - station ID,
 - agent ID,
 - dialled number
 - connected or not connected
 - call direction, call duration
 - release cause, error cause
 - tele service type
 - dynamic search of recent calls which occurred within last minutes, hours and days, etc.

Area of Deployment

- Call recording, documentation and archiving for
 - agent training and performance control
 - online reporting, evaluation and scoring
 - tracing business transactions
 - tracking customer issues
 - security reasons
 - follow-up information (accidents etc.)
 - financial safety purposes
 - FAX documentation and demodulation
- Real-time recording as evidence of communication activity: *access to the original digital data system*
- Quality assurance for legal and regulatory compliance purposes: documentation of security events
- Quality of service and statistics: *real-time digital traffic is available in its original electronic form*

Performance Features

- Tele services
Speech, audio 3.1k, audio 7k, telephony 3.1k, telephony 7k, data 64
- Fax Demodulation
- Data Storage
MS SQL Server, MySQL, MSDE
- Voice Compression
WAV format, MP3 format
- Archiving
Hard Disk, RAID, CD-RW, DVD, NAS
- Call Data Records (CDRs)
 - called and calling party number
 - name of the internal and external number
 - call set-up time and duration
 - answer time, release time, connect time
 - tele service
 - release part, cause and status
 - channel
 - call direction and duration
 - charging units, etc.

Online Monitor and Discreet Listening

- Live monitoring of all activities on all lines
- Live listening from any location via LAN, WAN or Internet

Complete Security

- User session protocol
All user activities are logged to see who performed what operation
Who? When? What? Where?
- Configurable user access
multiple levels of security including user-specific access rights

Quality Monitoring

- Web based agent desk
- Agent evaluation and scoring
- Online reporting
- Screen Capturing
- Key Word Spotting, Emotion Detection
- Automated Agent Evaluation Engine

Real Time Supervising System

- Self-contained system for supervising and reporting

Innovative Solutions for Voice & Data Recording, Logging and Archiving

Recording Interface Types	Analogue, BRI, PRI, VoIP, Digital Extension (DE)	
Recording Modules	ISDN PRI ISDN BRI Analogue Digital PBX (DE) VoIP	30 channel cards, PRI ISDN 30, E1, T1, full D-channel decoding, call recording licences from 8 channels on 2, 4, 8, 16 or 24 channels, full D-channel decoding 2, 4, 8, 16 or 24 channels 4, 8, 16 or 24 channels, full D channel decoding Call recording licences from 10 channels on
Digital Telephone Extension	Alcatel, Ascom, Avaya, Bosch, DMS, EADS, Ericsson, Fujitsu, Intertel, LG, Lucent, NEC, Nitsuko, Nortel, Mitel, Panasonic, Philips, Siemens, Tadicom, Toshiba, etc. Please see the full list for all PBX supported (www.onsoft.de)	
Power Supply	500 W upon request redundant	
Chassis	Rack / Desktop	19 inch rack, 1 to 4 RU
CPU Board	Intel Core2Duo (Client) Xeon (Server) CPU, PCI Slots, VGA, 2 x LAN 10/100/1000, USB 2.0 & Serial ATA, DVF RW	
Online Storage Archive Storage	Hard Disk Removable Media Network (NAS)	Up to 1 TB or RAID upon request CD or DVD RW Disk Drive Up to 5 T Byte
Operating System	Server: MS Server 2003, Client: MS XP Professional, MS Vista Business	
Database	MSDE, SQL Express, MS-SQL Server	
Memory / RAM	2 to 8 GB	
Recording channels	2-120 channels including up to 4 interface modules	
VoIP	Alcatel, Avaya, Cisco, Ericsson, H323/H225, Mitel, NEC Philips, Nortel, Selta, SIP, Siemens, VOX (generic RTP)	
Supported E1/T1 Protocols	E1 DASS2, E1 DPNSS, E1 QSIG, E1/T1 DSS1, PCM30, T1 4ESS, T1 5ESS, T1 CAS, T1 DMS-100, T1 INS-1500, T1 National ISDN1 / ISDN2	
Compression choices:	G.711, GSM, G.721, G.723, G.726, G.729, ADPCM, MP3	
Operating modes	Loop Start, Ground Start, VOX, ISDN BRI, ISDN PRI	
Recording regimes	Event driven, scheduled, on demand	
Replication modes	Local removable storage device and remote over TCP/IP network.	
LDC Modules	LDC Client/Dispo Call monitoring, discreet Listening, administration LDC Storage Storage management, compression, encryption LDC Archive Archive management, support almost all mediums LDC 3rd Party Client Integration with existing customer applications (API) LDC RTMS Technical monitoring, periodically supervision, immediate alarm reports LDC PBX Support of well-known PBX systems, detection of PBX extensions LDC CIS Automated call identification system LDC Evaluator Agent / group evaluation, calibration and reporting LDC Capture Full screen or application based screen capturing, call triggered or manual LDC Spotter One / two way key word spotting, call subject identification, call scoring LDC e² Automated Evaluation with detection of gender, mood and classification	