



DI RELIANT[®] II

Digital Voice Recorder for Contact Centers

Designed for contact centers where 100% liability recording is required, the DI Reliant II is reliable and easy to use. To complete the solution, additional software applications are available for this recorder to provide liability, verification, quality management and training. With two rack mounted chassis options, the DI Reliant II can record up to 192 channels.

The DI Reliant II also provides recording flexibility as the needs of your contact center change. As many contact centers are adopting VoIP communications technology, the DI Reliant II can be configured to include VoIP, analog or digital lines into a single chassis. The recorder also comes standard with a Windows Embedded operating system, and a RAID 1 data storage system with 96,000 hours of recording time.

The DI Reliant II is a reliable, feature-complete, tightly secured recording solution for healthcare, utility, transportation, financial or any contact center where recording is essential for liability, verification or quality improvement processes. Whether you need to find a specific call, recreate a user experience, or evaluate your staff, the DI Reliant II is the wise choice.



CS5



CS7

FEATURES

BENEFITS

Hybrid VoIP chassis

"All-in-one-box" - the recording system can integrate analog, digital, T1/E1, and VoIP in the same chassis, reducing IT space and power consumption, with only one system to maintain.

Easy-to-use operator interface

Simple "point-and-click" GUI navigation.

Free seating

A flexible work setting allows agents to log into different stations.

Dual power supplies and RAID-1 data storage system

Both the CS5 and CS7 come with redundant, fail-over hot swappable power supplies and RAID-1 mirrored hard drives, ensuring system data recovery in the event of a hard drive failure. Optional RAID-5 striping hard drive (up to 1.5 terabytes) is available for even greater performance.

Windows Embedded operating system

The DI Reliant II is a single-purpose recording device improving performance, stability, and security.

Recorder software bundle - the complete package

Each recorder comes with one seat of Enhanced Courier remote client software, five seats of Record On Demand (ROD), and a seat of NetFlare for system "health monitoring".

DI RELIANT II

Digital Voice Recorder for Contact Centers

CS5/CS7 SPECIFICATIONS

SYSTEM SPECIFICATIONS

Processor

Intel Core 2 Duo

Operating system

Windows embedded

Windows 2003 Server (optional)

Bus architecture

PCI 2.0 + PCIe

Chassis

Platinum 4U rack mount with front access to USB

Environmental conditions

Operating temperature: 0°C to 50°C

Storage temperature: -20°C to 85°C

Network

Gigabit (10/100/1000 Mbps/sec) LAN subsystem

Power requirements

90 - 130 VAC or 180 - 250 VAC, 47 - 63Hz, 400W

Dimensions/weight

Measured from handle to handle width, handle to rear panel deep.

CS5: 19" w x 7" h x 20.1" d / 482.6mm w x 177.8mm h x 510.54mm d

42 lb. / 20 kg

CS7: 19" w x 8.75" h x 28.5" d / 482.6mm w x 222.25mm h x 723.9mm d

66 lb. / 29.94 kg

RECORDER SPECIFICATIONS

Recording channels

CS5: up to 96 analog, digital or VoIP input channels

CS7: up to 192 analog, digital or VoIP input channels

On-line storage

Hot-swap RAID1 with 96,000 channel hours standard

Larger capacity RAID hard drives available

Redundancy

Hot swappable dual power supplies standard

Front accessible, hot swap, auto-rebuilding RAID 5 storage available

Archive media

4.7 GB DVD-RAM - Up to 1900 channel hours

Blu-ray storage available as an option

Recording triggers

Hook detect, VOX, continuous mode, digital, T1, E1, ISDN, contact

closure, IP address recording

Audio compression options from 1:1 to 12:1

1:1, 2:1 (OKI32), 3:1 (OKI24), 13:1 (GSM) or 10.2:1 (G723.1-6.3 kbps),

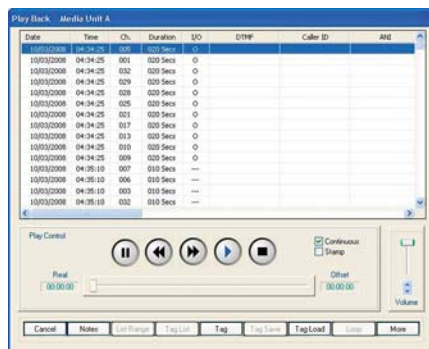
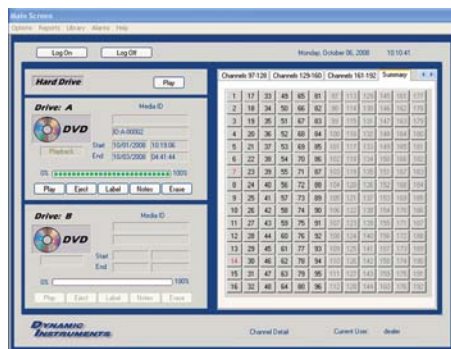
12.2:1 (G723-5.3 kbps) compression

VoIP protocols

SIP 2.0, Cisco Call Manager (Skinny), AVAYA Office Manager (H323),

AVAYA IP Office, Alcatel, H323

Consult factory for current protocols



USER FEATURES

Search parameters

Time/date of call, channel name, channel number, call classification, CID, DTMF, ANI, In/out-bound, keyword or phrase, agent notes, account number, social security number, duration, locked calls, locking user, tagged calls, user-defined parameters, custom alpha-numeric data field.

Optional CTI integration fields.

Playback and incident reconstruction

Multi-channel live monitor, continuous playback, loop playback, playback recorded audio with or without silent periods.

View audio records, plotted in a time coordinate with graphical scenario reconstruction. Insert spoken date, time and channel announcement at beginning or end of file playback.

Reports

Full-feature graphical reporting including call volume by hour and channel, system status, remote users, user activity, and media library.

Customizable data presentation

User defined data fields can be renamed and reordered.

Setup and security

System access/denial programmable by administrator for users by function and by channel. Lifetime antivirus protection.

Remote access

Remote client package included.

System diagnostics

System health monitoring, channel inactivity notification, activity reports, and user definable multi-level alarms.

COMPLETE RECORDING SOLUTIONS FOR CONTACT CENTERS

Enhanced Courier - Remote client: administration, supervision, search and retrieval application.

ReBOUNDED - Instant recall software: allows quick and easy retrieval of the latest communications from contact center agent positions.

DI-ROD - "Record On Demand": selective recording solution for agent, supervisor and manager lines.

DI InSight - Performance evaluation: quality evaluation and performance improvement application designed to automate assessments.

NetFLARE - System health monitoring: remote system status and alarm notification.

DYNAMIC INSTRUMENTS

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