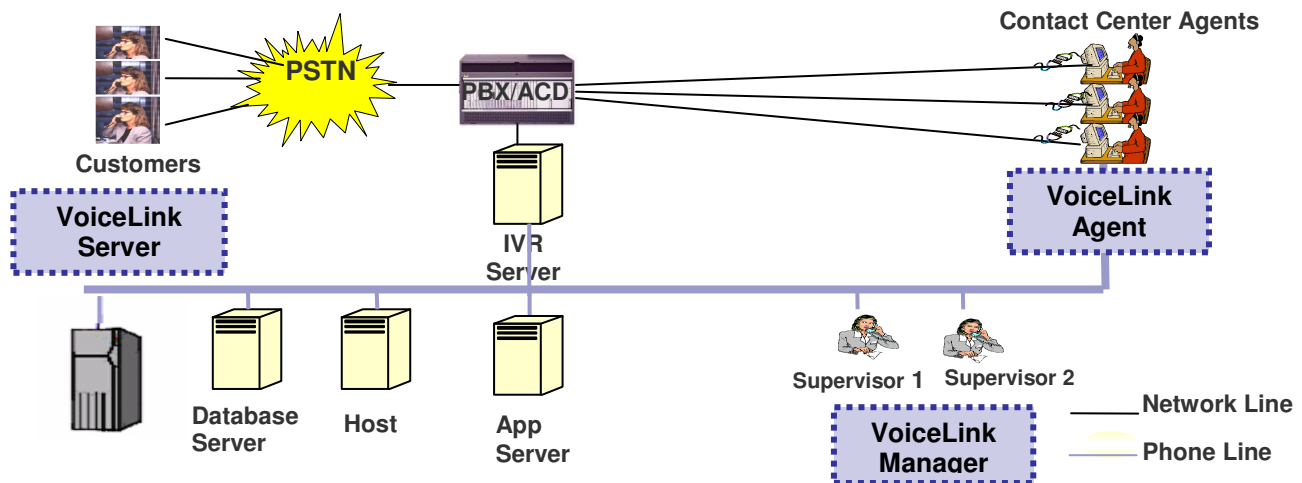


VoiceLink VRS (Enterprise) Front-end Voice Recording Solution

The VoiceLink-VRS (Enterprise) Front-end Voice Recording Solution is a next generation and reliable enterprise grade voice recording solution designed for mission critical purpose. Instead of line, trunk parallel or IP delivery tapping interception, VoiceLink-VRS taps the voice directly from the agent phone no matter if it's analog, digital or IP hard phone, the signal is then digitalized, compressed and encrypted into proprietary format and stored in the VoiceLink database.

VoiceLink-VRS runs on standard Windows server and stores all voice records in a proprietary database to ensure highest level of data security and integrity. VoiceLink-VRS provides a very comprehensive set of desktop and administration API for integration with desktop CRM applications or any other back-end applications. VoiceLink-VRS is a very cost effective and user friendly solution to replace traditional back-end type of recording systems.



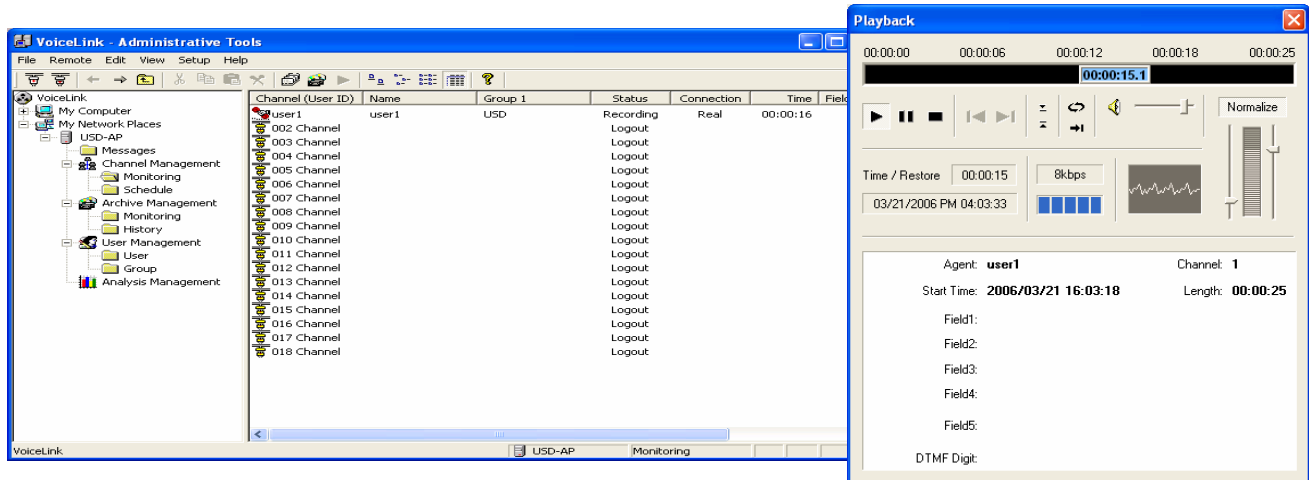
Typical Applications:

- Call center voice recording
- Multi-sites call center voice recording
- Branch recording
- Outlet counter recording
- On demand recording
- Call center quality monitoring
- Backup recording

Benefits over Traditional Backend Recording:

- Very easy to implement
- No MDF wiring is needed
- Support free seating in a non-CTI integrated environment
- Support flexible indexing in a non-CTI or non-API integrated environment
- Support concurrent licensing
- No CTI integration is needed
- Does not occupy medpro resources in Avaya IPT
- A single system for multiple heterogeneous PABXs environment





Features:

- 1 – 256 channels per server, and unlimited number of channels per system
- Supports USB voice adapter and simple voice tapping adaptor
- Supports 5.3K, 8K, 16K, 64K compression and storage
- Supports open storage, no storage license is necessary (on-line storage depends on size of hard drive)
- Supports combination of Voicelink-VRS Enterprise front-end and back-end configurations in one server
- Supports multi-site with centralized administration configuration
- Supports real-time monitoring via streaming over network
- Automatic Gain Control (AGC)
- Supports all kinds of random access archive media such as DVD-RAM, MO, SAN, NAS
- Supports different kind of RAID options
- Supports VOX/ Manual or full API triggered recording mode
- Supports agent playback option for agent’s own search and playback of his/her own voice recordings
- Supports direct playback from random access archive media
- Supports stand-alone playback unit
- Full integration with optional AQMS Agent Quality Monitoring Solutions for agent performance scoring and quality monitoring and reporting

Server Minimum Requirements:

CPU	Pentium 500 MHz
HDD Storage	HDD 9GB (7200RPM)
Memory	256MB
LAN Card	10/100BaseT
Archive Drive (Optional)	MO, DVD-RAM Drive or HDD Array
Operating System	Windows NT 4.0 SP6 W/S, Windows 2000 Professional W/S or Windows XP Professional

Agent Workstation Minimum Requirements:

CPU	Pentium over 200MHz
HDD Storage	IDE HDD with 10MB storage
Memory	32MB
Sound Card	Optional
Operating System	Windows 98/ME/NT/2000/XP