



**DGVOX**

Voice Logging Solutions



Transportation



Law Enforcement



Financial institutions



Business Enterprises



Retail



Call Centers



Health Sectors



Public Utilities

Designed to provide intelligent and redundant voice logging, capturing and management solutions

Empowering **Voice Solutions**



**AVAYA**

DEVCONNECT  
GOLD

**DGVox** is designed to record and archive telephone conversations, be it IP, Digital or Analog. DGVox is extensively used to meet recording needs in Call Centers, Banks, Government establishments, Defense, Security, Utilities, Transportation and several other industries. DGVox with its powerful web based user interface allows users to monitor, search and evaluate calls and generate various types of reports and graphs for analysis.

## Key features

DGVox is equipped with an intelligent and powerful search engine and a versatile playback screen that allows search based on several parameters like, time, date, duration, direction, called id, dialed digits, agent id, color codes etc. A distinctive feature of DGVox is the dashboard which can be customized as per users' needs.

### Display

- Customizable Dashboard
- Channel Activity
- Live Monitoring
- Auto live monitoring\*
- Recent calls
- Storage capacity

### Search

- Simple and Advanced search
- Search templates
- Alerts search
- Customer details search\*
- SMS & IM search\*

### Playback and Manage

- Search results and playback
- Playback control (slider, pause, forward, rewind)
- Tag & grade calls
- Transcribe calls\*
- Dial in for playback\*

DGVox generates several types of reports. DGVox allows scheduling of several types of activities and gives a number of operational and media options for archiving.

### Reports

- Call reports
- Evaluation reports
- Reports scheduler
- Logs and Alerts reports
- Multiple report formats

### Schedule

- Recording scheduler
- Reports scheduler
- Archive scheduler
- Reports subscription

### Archive

- Manual archive
- Selective archive
- Schedule archive
- Archive media support DVD, NAS, SAN, FTP etc.

Access to DGVox Server is monitored through fine grained controls. Multilevel alphanumeric passwords can be set for access based on various levels and functions. It also has a powerful Alerts engine to notify failures or specific events. DGVox has several add-on modules like Agent Quality Monitoring, Agent Training, Screen Capture specially designed for call centers.

### Security

- Role/Privilege based access
- Multi level authentication
- Audit trail
- Encryption\*
- Lock/Unlock voice files
- Disable file deletion

### Alarms & Alerts

- Recording failure
- Network failure
- Archive failure
- Email and popup alerts

### Add-on Modules\*

- Agent quality evaluation
- Screen capture
- Training module
- Agent pop-up
- External database integration
- Instant messaging

\*optional items, not available with standard equipment



### Versatile and Compatible

Compatible with various types of telecom interfaces:

- Analog
- VoIP
- -2way Radio
- Digital
- ISDN-PRI
- Mobile & SMS

Operates with most of the leading telephone systems:

- Alcatel®
  - Avaya®
  - Intertel®
  - Nortel®
  - Samsung®
  - Aspect®
  - Cisco®
  - NEC Phillips®
  - Panasonic®
  - Siemens®
- & other leading brands

# Tailor-made software solutions

## DGVOX Sentinel

For Government, Defense and Security Agencies to meet their stringent requirements.



- Voice Encryption
- Auto Live monitoring
- Centralized Monitoring
- Dial in for Playback
- Integration with Emergency Response Systems

## DGVOX Citadel

For Banking and Finance industry to fulfill their legal and transactional needs.



- Voice Encryption
- Secure Access and Audit Trail
- Centralized Monitoring
- Dealing Room Recording Solution
- Customer Identification and Authentication

## DGVOX Matrix

For BPO and Call Centers to address their quality monitoring, evaluation and screen capture requirements.



- Agent Quality Monitoring
- Screen Capture Module
- Instant Text Messaging
- Project/Task based Grouping

## DGVOX Beacon

For Utilities and Transportation industries to meet their time bound reliability, security and precision.



- Multiple Carrier Interface
- Variable Compression Rates
- Secure Access and Audit trail
- Tamper Warning
- Web-based Administration
- Designed for Control Rooms

\*these tailor - made features may not be available with the standard equipment

## Partnership – Avaya<sup>®</sup>, Cisco<sup>®</sup>, Nortel<sup>®</sup> and more

Avaya, Cisco, Nortel and a few other leading phone models have CTI platforms that are scalable, reliable and secure. DGVOx is compliance tested for interoperability with these leading telephone systems. DGVOx, through direct integration with these CTI platforms is able to precisely capture and analyze all relevant information including call details, agent details and agent activities such as hold and transfer. Using these details DGVOx provides powers add-on module like agent quality monitoring, evaluation and training.

# Services

## Customized Logging Solutions

For customers across different industry verticals, depending on the need, scalability, affordability and ease of use.

## Module Integration

DGVox's Application Interface (API) allows specific third party administrative and quality modules to be integrated. For e.g. Third Party AQM (Agent Quality Monitor) module or Screen Capture module for BPOs & Contact Centers.

## Application Integration

Get comprehensive solution designed and facilitated by us for applications that need to be integrated with the Voice Logger.

## Database Integration

DGVox platform allows integration with third-party databases for data capture and data mining operations.

# Hardware solutions

## DG Vox Server Industrial grade 19" rack mountable chassis



## S Mate USB based 2 to ---4 channel for analog lines



### DGVox Server Specifications

<b>Channel Capacity</b>	<ul style="list-style-type: none"><li>• Available from 4 channels</li><li>• Scalable to 1000s of channels</li></ul>
<b>Chassis</b>	<ul style="list-style-type: none"><li>• DGVox is built on a 19" rack-mountable industrial chassis</li></ul>
<b>On-Line Recording Storage Options</b>	<ul style="list-style-type: none"><li>• +80,000 channel hours</li><li>• Single 500GB+ drive (higher capacity optional)</li><li>• Optional - RAID sub – systems</li></ul>
<b>Archive Recording Storage Options</b>	<ul style="list-style-type: none"><li>• DVD Writer</li><li>• Removable HDD, FTP shared drive, EMC</li></ul>
<b>Processor</b>	<ul style="list-style-type: none"><li>• Intel® Core 2 Duo or higher</li></ul>
<b>Memory</b>	<ul style="list-style-type: none"><li>• 4GB or higher</li></ul>
<b>Network Connectivity</b>	<ul style="list-style-type: none"><li>• 1000/100Mbps</li><li>• Dual NIC Capable</li></ul>
<b>Audio Output</b>	<ul style="list-style-type: none"><li>• Built - in speakers or external multi-media speakers</li><li>• 4/1 inch headphone jack provided</li></ul>
<b>Power</b>	<ul style="list-style-type: none"><li>• 250 - 90 VAC, 60/50Hz</li><li>• 300 Watts</li><li>• Dual Redundant Power Supply (optional)</li></ul>
<b>Operating Environment</b>	<ul style="list-style-type: none"><li>• 0 to 55°C</li><li>• %10 to %90 RH, non-condensing @ 40°C</li></ul>

\*these are standard specifications of the DGVox Server and could vary based on the region, options or requirement.

## CCVOX\*

Emergency Call-taker applications, Call handling and ACD (Automatic Call Distribution), electronic forms & reports, GIS (Geographic Information System), emergency dispatchers and operators evaluation & monitoring applications are crucial systems for any emergency command center.

CCVox is a complete suite of product which satisfy all the requirements for a full fledged command center. CCVox is integrated with Major IP PBX like Avaya IP Office, Asterisk and other popular switches.



\* optional module

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