



# DirectVoice Call Logger

## DirectVoice Call Logger (v2.1.WVR)

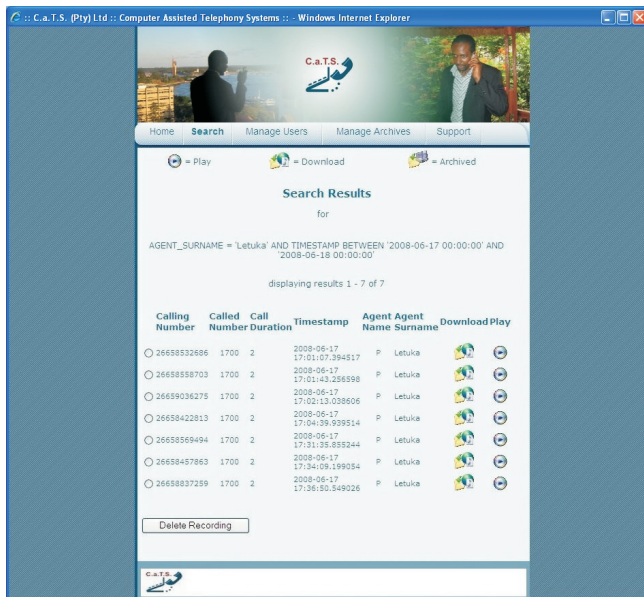
### Overview

The DirectVoice Call Logger is a voice logger solution that is built on top of IBM's WebSphere Voice Response IVR environment. The system creates recordings of agent interactions with callers, by using the internal functions of the IVR system. With this architecture, the DirectVoice Call Logger leverages the investment made by the user in terms of telephony interfaces, as the call is recorded digitally by listening in on the IVR port in use. The DirectVoice Call Logger can also detect agent pickup after the queuing period or agent and caller hang-up through a JTAPI connection to the PABX/CTI Server.

The system is managed through an easily accessible web interface; enabling even non-technical users to perform administration tasks on the system. Even though the solution is application server independent, the IBM WebSphere Application server is recommended when used on an AIX platform.

Using the web interface, call centre managers can access and retrieve recordings without logging a call to a support desk. The web based interface allows for data mining type recording search and retrieval. The call centre manager can also manage users and perform system administration from a user/operational perspective. The retrieval of archived voice recordings is also managed from the web interface.

As the solution runs on a UNIX based operating system (AIX), remote SSH administration and support is simplified for technicians. System uptime is also enhanced by utilizing a well known, stable and professionally supported architecture. Archiving of the voice recordings can also be scheduled and automated by support technicians.



### Features and Advantages

- No additional telephony interfaces or Voice over IP interfaces are needed, as the interface of the IVR is leveraged for this solution. Hence, no parallel system conducting voice logging is required.
- A data mining approach is taken to recording retrieval, offering the user an array of search options and criteria.
- A built-in Java listening tool is included which separates agent and caller voice graphs; for enhanced interpretability.
- The call centre manager can conduct all user administration and rights and all recording management and retrieval; no need for technical assistance for routine tasks.
- The interface is browser based for easy deployment.
- Voice recording archiving does not hinder rapid retrieval via the browser interface.
- Open in terms of integration and customization.

### Technical Requirements

- **Hardware**
  - IBM pSeries Power5 or Power6 Server
  - DTTA or DTXA Telephony Cards
- **Software**
  - AIX 5.3 or later Operating System
  - IBM Websphere Voice Response
  - IBM Websphere Application Server or Compatible Web Server such as Apache Tomcat
- **Telephony**
  - JTAPI 1.2 or later compatible PABX / CTI Server

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