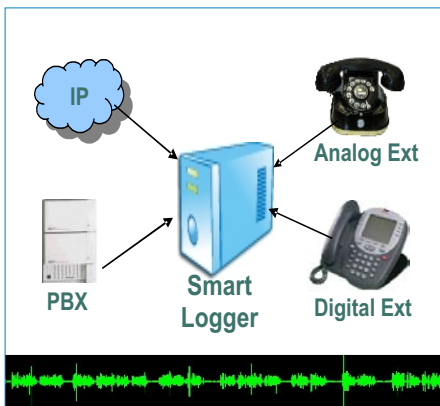# Smart Logger

State-Of-The-Art Tapping Solution from Bay Talkitec

Smart Logger is the BTT's Voice Logger which is a complete solution to meet the tapping requirement of all the **"media end points"** like Analog, Digital or IP. It uses the high impedance tapping board for recording the voice. Due to high impedance there will not be any loss of signal and quality of recording is good. In addition to recording the audio conversation, it can also record the agent screens and keeps it as a media file for viewing it in future for agent quality check. The application is developed using multi-threaded architecture which makes sure that concurrent recording takes place without any degradation of server performance. One server can support up to 500 ports of concurrent voice logging. To support PBX environment the application has CTI server interface which can talk to PBX for retrieving agent and call status information. This information can be linked with the recorded file and stored in the database. All the recorded files are stored in a compressed format in the hard disk which can be transported to any other storage device by using FTP application which comes along with the application software.

Architecture
- ◆ Multi-threaded application
- ◆ Runs as a service on system startup
- ◆ Fully SQL compatible database with ODBC interface
- ◆ Uses TCP/IP communications over LAN / WAN or Internet
- ◆ Maximum ports per system 512

Recording & Playback Control
- ◆ Multiple Start / Stop options per channel
- ◆ Automatic gain control
- ◆ System adjustable beep tone for analog channels
- ◆ Life time for the messages
- ◆ Playback through multimedia
- ◆ Playback through telephone
- ◆ Live monitoring

System Maintenance
- ◆ Standard system maintenance features
- ◆ Remote diagnostics
- ◆ Backup with DVD or DAT
- ◆ MIS reports

System Requirements
Software
- ◆ Windows 2003 Server/ Win XP Prof with SP 2
- ◆ MS-SQL

Hardware
Standard Pentium IV / Xeon Server with 1 GB RAM and Hard Disk Drive as per the storage requirement.

Recording Triggers
- ◆ CLI and DDI
- ◆ On-hook / Off-hook
- ◆ On digit
- ◆ PVD or agent initiated
- ◆ Through extension
- ◆ Silence detection
- ◆ Screen capture

Tapping interface
- ◆ 2 wire Analog Extension
- ◆ Digital Extension
- ◆ E1 or T1 (ISDN , CAS , DASS2)
- ◆ IP

PBX Control
Direct CTI Link or CTI Server Interface

Storage Control
Selective storage options including network drives.

Audio Digitizing
- ◆ G.711
- ◆ G.723
- ◆ G.729A
- ◆ MS-GSM
- ◆ ADPCM
- ◆ .VOX
- ◆ .WAV

New **Captures Agent Screens and stores it as a media file.**

For more Details mail us at info@baytalkitec.com

Bay Talkitec
Innovating Convergence
www.baytalkitec.com

ISO 9001-2000
FS 93575

UKAS
QUALITY
MANAGEMENT
003