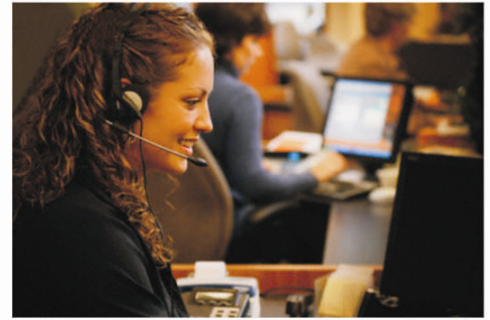


The DGVOX Matrix is a multi-platform voice logger specially designed to adhere to the stringent norms of the ITeS industry. It also offers Agent Quality Monitoring and Screen Capture options. The web-based interface allows remote management capabilities with access to Agent Activity logs for thorough and accurate audit and evaluation.



Versatile and Compatible

The Matrix is compatible with various types of telecom interfaces:

- Analogue
- Digital
- VOIP &
- ISDN-PRI/BRI

The Matrix operates with most of the leading telephone systems:

- Alcatel[®]
- Aspect[®]
- Avaya[®]
- Cisco[®]
- Ericsson[®]
- Intertel[®]
- NEC Phillips[®]
- Nortel[®]
- Panasonic[®]
- Samsung[®]
- Siemens[®] and several other models.

AQM - Agent Quality Monitor

The Matrix provides comprehensive agent evaluation tools that may be used for quality evaluation purposes to optimize productivity. The AQM module is equipped with a broad range of templates for generating evaluation forms and agent reports. This optional feature is available with free seating management. The Matrix also provides an option to integrate with third party evaluation tools.

Screen Capture Module

The screen capture module of DGVOX enables the administrator to capture and evaluate the on screen information available on the call agent's screen. This powerful tool helps to monitor, evaluate and validate the information available to the call agent in order to optimize productivity and customer satisfaction.

Integration - Avaya[®], Cisco[®] and more

Avaya, Cisco and many other leading phone models have CTI platforms that are scalable, reliable and secure. It manages the extensions where the calls are to be recorded, and provides the underlying call and media control capabilities. Through direct integration with these CTI platforms, DGVOX is able to capture and analyze all relevant information including call details, agent details and agent activities such as hold, transfer etc precisely. DGVOX provides agent quality monitoring using these details.

Project/Task based Grouping

Voice channels can be grouped based on project, task, department or specific skill sets. This optional feature ensures accurate and comprehensive reporting with advanced user management capabilities.

Open APIs for Seamless Integration

The advanced configurable software engine provides an ideal integration platform with open APIs for seamless deployment on any existing IT backbone. This optional feature ensures minimal restructuring and downtime, in addition to savings on procuring new infrastructure. Evaluation tools, CRM, other applications and databases can be easily integrated using Matrix's open APIs.

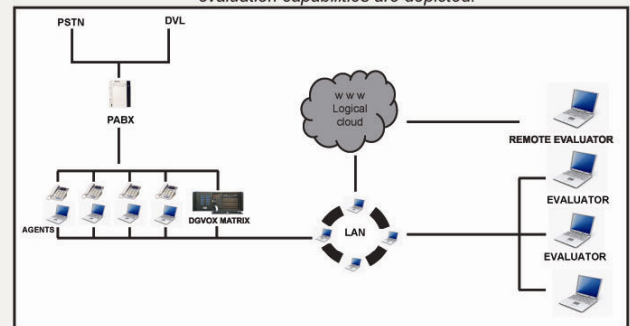
Secure Access & Audit Trail

Access to the Matrix software and servers are monitored using fine-grained controls. Multi-level alphanumeric passwords can be set for access to various levels and functions. Multi-user access control provides easy grouping and administration of voice channels, to ensure comprehensive user-management capability. This enables you to control and assign each user profile with tailor made multi-tasking capabilities.

Remote Live Monitoring

The web-based monitoring module allows for voice streaming over the internet. This means that live voice can be monitored over the internet from anywhere around the globe. Our proprietary compression algorithms can be invoked to minimize the size of voice files, thereby ensuring minimal bandwidth usage.

A schematic diagram of the Matrix deployed at a BPO. Remote and online evaluation capabilities are depicted.



Scheduled Archiving

The scheduled archiving module enables automated archiving of the critical voice and data. The DGVOX administrator can opt for system generated archive job, which will automatically execute the archive on a pre-defined date and time. This feature eliminates the human interaction up to a large level and ensures that the critical data is safe and archived, leaving the administrator time to focus on other critical tasks.

Scheduled Recording

The Scheduled Recorder Setting is used to customize the time period, when the call is to be recorded or not to be recorded, depending on the DGVOX user's requirement. There are three options on each day to set the period. The recording can be scheduled for all users or for an individual user. For the individual user setting, you have to select the channel ID of the desired user. This feature automates the recording function and eliminates the requirement of human interaction up to a larger level by setting pre-defined recording priorities as per the DGVOX administrator's requirement.

KEY FEATURES

- Versatile and Compatible
- AQM- Agent Quality Monitor
- Screen Capture Module
- Integration - Avaya & Cisco
- Project/Task based Grouping
- Open APIs for Seamless Integration
- Secure Access & Audit Trail
- Remote Live Monitoring
- Scheduled Archiving
- Scheduled Recording
- Mobile and Lighter Versions
- Multiple Storage and Archive Options
- Multiple Remote Administration Options
- Record on Demand
- Intelligent Search and Playback
- Web-based Administration



DGVox Industrial server with redundant power supply

Case Study



A leading satellite television service provider required authentication of customer calls landing in their call center. They needed to identify customer transactions and offer personalized client-services to selected groups. The challenge was to capture and tag voice calls with respective customer identification numbers. Vox Spectrum provided a customized solution on the powerful Matrix voice logger platform. A robust and tamper-proof solution was deployed where customized APIs were used to capture and log customer PINs from the IVRS system.



Technical Specifications

Channel Capacity	<ul style="list-style-type: none"> • DGVoX is available from 4 channels onwards depending on the line type to be recorded • DGVoX is scalable to 1000s of channels
Chassis	<ul style="list-style-type: none"> • DGVoX is built on a 19" rack-mountable industrial chassis
On-Line Recording Storage Options	<ul style="list-style-type: none"> • 20,000 + channel hours • Single 160GB+ drive (Higher capacity optional) • Optional - Dual hard drive (Volume set or Mirrored) • Optional - RAID sub - systems • Optional - NAS (Network attached storage)
Archive Recording Storage Options	<ul style="list-style-type: none"> • CD Writer (Default) • DVD RAM, DAT Drive, NAS (optional)
Processor	<ul style="list-style-type: none"> • Intel® Core 2 Duo
Memory	<ul style="list-style-type: none"> • 1GB to 2GB, depending on channel capacity (higher capacity offered as option)
Connectivity	<ul style="list-style-type: none"> • 100Mbps Ethernet • 1000Mbps (optional) • Dual NIC Capable
Audio Output	<ul style="list-style-type: none"> • Built - in speakers or external multi - media speakers • 1/4 inch headphone jack provided
Power	<ul style="list-style-type: none"> • 90 - 250 VAC, 50/60Hz • 300 Watts • Dual redundant power supply (optional)
Operating Environment	<ul style="list-style-type: none"> • 0 to 55° C • 10% to 90% RH, non-condensing @ 40°C

These are standard specifications of the DGVoX Server and could vary based on the regions, options or requirement.

Mobile and Lighter Versions

The DGVoX is available in lighter and mobile versions for applications that demand them. The Vox Zigma is a desktop version scalable from 4 to 32 channels. The VoxMate is a compact and portable voice logger. It has a 4-channel capacity with a USB interface.



Vox Zigma



Vox Mate

Contact Us

Authorised Reseller

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