



# DIALOG

The most compact, state of the art, innovative **call recorder**

Finally a call recording solution with all the

## Bells and Whistles

[www.usedialog.com](http://www.usedialog.com)

.....that's easy on your pocket too.

# Dialog MultiUser

Delivers the highest quality call recording solution for your growing business.

A call recording solution that can be used in highly demanding environments including Contact Centers and Telebooking businesses, Trading offices, Security Control areas, and Government Organizations.

**Anywhere Access** Calls received and attended are also stored on to a web server and can be retrieved and replayed over the LAN/WAN & the Internet. For e.g. your client in the US can listen to the recorded calls and judge the quality of the calls, from his office in the US itself, without having to visit your premises for the same.

**Tag calls** Dialog Multiuser has the unique functionality of tagging your calls with a customized code, for future reference and searching. Agents can trace and group calls based on the tagging used and provide meaningful data to the management for analysis. The tags can be customized based on the requirements of the user.

**Group Users based on functionality** The users will be assigned definitive functions that they can perform based on the nature of the login assigned i.e. admin, team leader, agent logins. A set of users can be categorized into a group depending on the nature of their activity.

**Instant Alerts** While every call is important, some of them can be extremely useful for your business, and you would never want to miss paying attention to these calls instantaneously. Dialog Multiuser frees you of the worry of responding late to important calls, especially the ones that will impact your business. The software is programmed to raise an Alert, when a comment leading to the alert is entered into the system.

**Keep tab on your agents by the minute** The system is fitted with a unique Dashboard that shows the current status of all the agents/extensions. You can, at any given point in time, check the productivity status of your agents by identifying which of the extensions are idle.

**Monitor Quality standards** The recorded calls can be retrieved and replayed by the Quality Certification team, to analyze the nature of service provided to customers and rate agents accordingly. It serves as a handy tool for evaluation of performance of the agent.



## Other highlights of MultiUser

- Three types of recording: Auto, Manual and Scheduled
- No storage of voice file in agent PC
- Auto creation of Backup folders (Upto 3 Free Backup)
- Playback using Windows Media Player
- Multiple Post-comments on sound files by users
- Display History of Post-comments
- Downloading single file to user desktop PC
- Setting "Auto Login" for each extension
- Group Concept (Virtual user)
- Setting "Enable Popup" for each Agent
- Node lock based License for Web console
- 4 Text/Combo box based User defined fields
- Rule based Alerts for User defined fields
- Disk Monitor displaying Free / Used space
- Run as background with Application Log in System tray
- Set Backup reminder
- Set Real path for file storage at server (used for Email/ XCOPY)
- Flagging the recorded conversation
- Quality voice compression



# Dialog Multiline

The Professional solution for storing and analyzing telephone calls

Dialog Multiline is a versatile unit that can function independently without a PC. The built-in hard disk facilitates storage of all your recorded calls.

**Dynamic Retrieval of calls** Dialog Multiline is as dynamic a tool as you are. It allows you to do a quick search, retrieve and replay the calls over the internet, and access these records from any where in the world free of boundaries. It can also upload recordings to FTP server on the web.

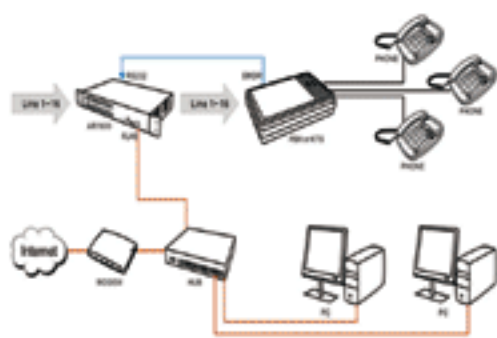
**Do not Record Feature** Dialog Multiline comes packed with the unique facility of blocking Telephone numbers, Extension numbers from/to which conversations should not be recorded.

**New Record On Demand** Dialog Multiline allows the authorized executive to record / terminate recording of the call while the call is in progress without any disruption to the call. Dialog Multiline will maintain a listing of every incoming and outgoing call. It is possible to program the system to stop and start recording at pre determined times.

**Real time call monitoring** Listen to a call that is in progress and play back portions of the call before recording is complete without interruption of the recording process

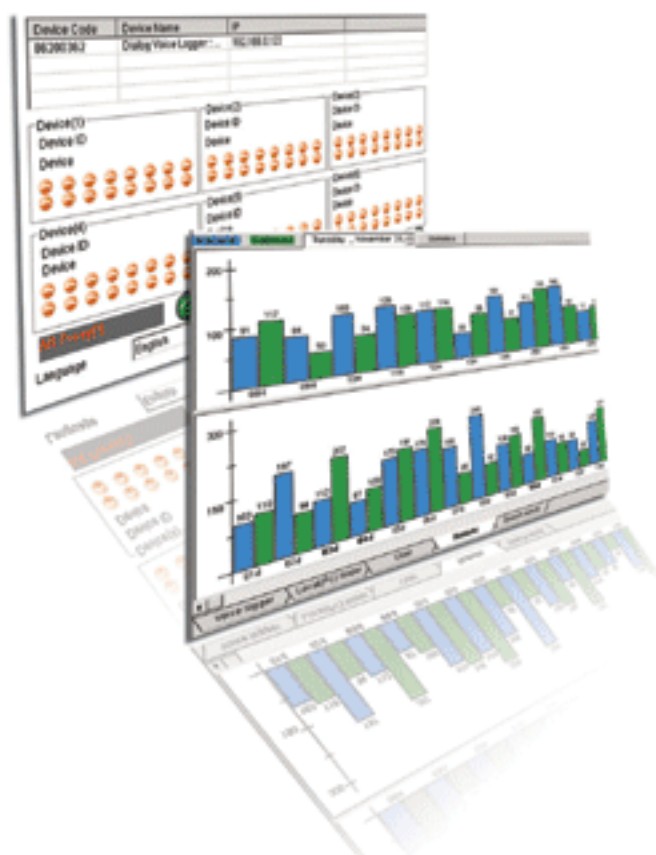
**Extensive Analysis of calls** received on a daily/hourly basis can be done based on the information that is being stored in the software.

## Technical Specifications



## Other highlights of Multiline

- Hardware supports Analog & Digital lines
- Control of Hardware can be through Dialog Multiline Software
- Access of Hardware through USB, LAN & RJ45 Cross Cable
- Voice compressed by ADPCM.
- Built in 250 GB Hard disk capable of recording 16,000 Hours
- Rebooting the hardware within software
- IP Settings of the hardware
- External battery port
- Dashboard or Device monitor up to 6 device
- Conference call recording
- Multi-lingual
- Beep Reminder at regular intervals while recording
- Pause time before recording
- Enable/Disable missed call storage to hard disk
- Configuring On/Off hook detection
- Enable/Disable Low hard disk capacity warning
- Set Record Color settings for CDR information
- Set for Non-Record number/Extensions
- Import/Export information like Phone Book, System Log, etc
- View statistical information as bar graphs
- Timestamp of recorded call



# Dialog VOIP

As one of the fastest growing and most reputable IP call recording solution providers, we are committed to your VOIP recording return on investment.

Voice over internet protocol (VOIP) is audio delivered in information packets on a regular Computer network or over the internet. VOIP call recording works differently than recording trunk or extension lines or handsets. VOIP call recording taps into your network lines at a hub, or at the SPAN port on a switch. In this way as network traffic travels over your Ethernet cables, Dialog VOIP recorder can detect compatible VOIP packets and record them.

## Dialog VOIP – Unparalleled Advantages

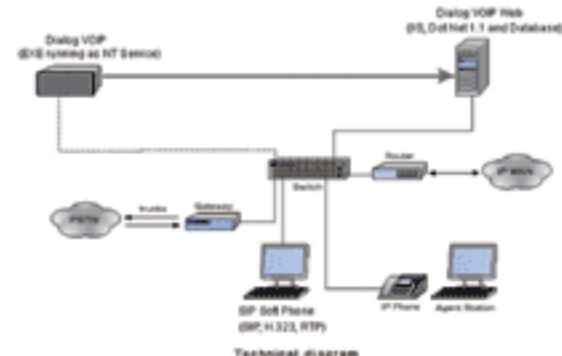
- Only one Ethernet cable needs to be attached to a switch making installation quick.
- Dialog VOIP recorders will automatically detect compatible VOIP traffic on your network.
- As long as your IP phones are connected to your network they can be located anywhere in the world and still be recorded
- Recordings can be indexed by time, Agent/Employee, date and a variety of other fields, making record retention, search and retrieval hassle free and instantaneous.

## Dialog VOIP – Features

- Recording and storage
- Record VOIP RTP sessions by listening to network packets. Both sides of a conversation are mixed together and each call is logged as a separate audio file.
- Capture from multiple Network devices in parallel
- G711, G729 and G723 codec supported
- Sound file information (metadata) logged into SQL database system
- Call Log details with advance search
- Add remarks against sound file
- Extension and Agent configuration
- Emailing Sound file
- Download Sound file to local PC
- Exporting call details to MS Excel, MS Word
- Backup of Sound files
- Configurable search grid columns



## Technical Specifications



## Dialog Enterprise

Dialog Enterprise as the name suggests is a comprehensive suite of solutions that holds within itself multiple modules, to satisfy the ever growing needs of customer interaction recording for large and medium sized contact centers. This power packed solution, slated for release in January 2008 has the following modules

- Screen Capture Utility
- Assessment Monitor
- eLearning Module
- Workforce Management
- Quality Control
- Interaction Analytics

## Cogent Innovations (P) Ltd.

Deevan Sahib Garden,  
337-D, TTK Road, Royapettah, Chennai-600 014, India.  
Tel: +91-44-42697171, 42697272, 28117323  
E-Mail: sales@cogentmail.com Web: www.cogent.co.in