

SPECIFICATION

Product Model

Product Version
System Platform
System Hardware (Optional)
Operating System
Minimum Channels
Maximum Channels
Hard Disk RAID available
Online Storage Capacity (hours)
Standalone one unit
Required add-on computer for access
Archive Storage Medium

3i

IP Based
–
4U – 19” Rackmount Chassis (3 PCI/PCI-e Slot)
Windows Server 2008, 2008 R2, 2012 R2
10
240
Yes
70,000
Yes
No
RDX, Network Storage

Line Interface Type

Analog PSTN
Digital PABX Extension
ISDN E1
PCM 30
VoIP
H.323
SIP

No
No
No
No
Yes
Yes
Yes

Compression Algorithm Employed

Multiple algorithms supported?
Compression Algorithm Supported

User Selectable Algorithm?
Default Compression Algorithm Used
Default Compression Ratio

Yes
MS GSM as standard (option available for G.711,G.723,G.729A)
Yes
MS GSM
13 Kb/s

Channel Name Customization
Interface Type for User Control (*Optional – Not included in Price)
User Administration Creation

Yes
Monitor,Keyboard & Mouse
Yes

Recording Mode Trigger

Line Activity (VOX)
Off Hook Detect
Ring tone Detect
Continous Recording
DTMF Detect
Caller ID Detect
Relay Contact
On-Demand Recording
Schedule Recording

Yes
Yes
Yes
No
Yes
Yes
Yes
Yes
Yes

Search & Retrieval Criteria

Dialed Out Number (DTMF)	Yes
Analog Incoming Caller ID	Yes
Start Date & Time	Yes
Call Direction	Yes
Call Duration	Yes
Caller ID for ISDN	Yes
Caller ID for Digital PABX	Yes
Transaction ID	Yes
User Flags	Yes
Agent Login Name	Yes
User Comments	Yes

Remote Client Access Software

Remote Network Access	Yes
Call Centre Agent Log-In	Yes
Screen Capture	Yes
Multiple Channel Playback	10
Total Synchronous Playback Channels	4
Total Sequential Playback Channels	No
Variable Speed Playback	Yes
Variable Pitch Playback	Yes
Live Monitoring on Local	Yes
Live Monitoring Access Network	Yes
Reporting Module	Yes
Audit Trail	Yes
Security Log	Yes
Email Alert for Alarms	Yes

Audible Alarms

Application Hang	Yes
Line Interface Board Failure	Yes
Activity Threshold Exceede	Yes
Hard Drive Impending Failures	Yes
Archive Drive Failure	Yes
Alarm Outputs Interface	Yes
Instant Alarm Popup across network	Yes

Other Features

Agent Evaluation	Yes
Quality Monitoring	Yes
Comment Field for each call	Yes
Synchronize Screen & Audio Playback	Yes
SDK/CTI Interface Capability	Yes