

Veloce

Never miss anything in your contact center

Overview

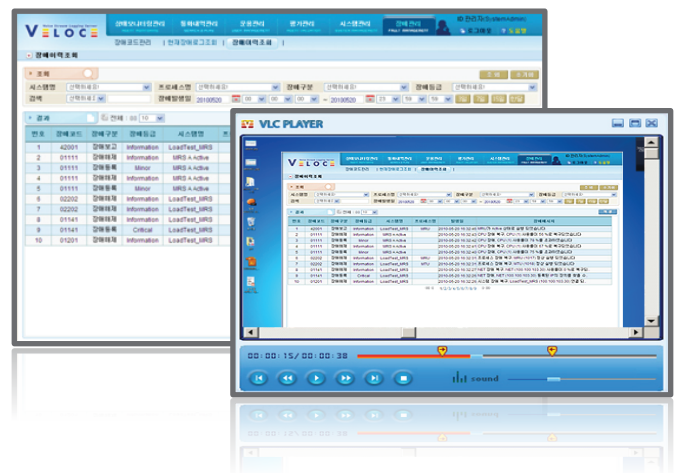
Today, many organizations log interactions between their customers and their staff(agents) for verification and dispute resolution. A logged media can be not only searched and replayed but also used to improve their interaction skills.

VELOCE is an IP based-logging system that provides synchronized voice/screen logging, real-time monitoring, searching and agent evaluation.

It is equipped with diverse and highly effective services that provide data reliability, security, and accessibility.

VELOCE's call logging functionality guarantee data integrity through its own original media validation technology, and VELOCE's superior system composition and architecture provide the maximum protection against data loss.

Its additional functions, which include agent evaluation system, system control, e-mail, and text chat, make VELOCE an ideal solution for managing a wide range of media and files that are created during contact with customers.



Benefit

✔ Flexible system architecture

- Flexible interface for CTI server
- Flexible system composition to accommodate different numbers of users (S/W, H/W)

✔ Easy and efficient media management (search, play, backup)

- Updating for real-time agent status and call monitoring (voice & screen)
- Search and play recorded calls
- Search and play backed-up media files
- Reduce time that spent on listening to logged calls by registers bookmarks

✔ Low total cost of ownership

- Voice/screen logging all-in-one platform

✔ Easy & powerful management

- Easy-to-use GUI
- Remote configuration and managing system
- Easy to add and change system configuration
- Agent evaluation and management of sample logging for training and improving skills of agent

✔ Searching with intuitive options

- Search using call data and customer data (call time, name, telephone number, call category, customer identification number, etc.)
- Customization information up to ten items

Bridgetec media logging solution

Patent for proof of original voice files

Features

- Patent for proof of original voice files : Proof of originality using the watermarking technique
- Compression and Encryption for media file : Equipped with functions for media file compression, voice mixing, encryption, and conversion of voice file into .wav files.
- Logging : Records analogue voice calls, IP voice calls, and representative' s screen
- Codec : G.711, G.723, G.729 voice codecs supported
- Play : Synchronized and simultaneous replay of voice and video files
- Service : Supports multi-tenant / ASP service
- Backup : Selective and scheduled back-ups. DVD, HDD, and network back-up supported.
- Evaluation : Simple evaluation procedures

System specifications

Installation environment

- PC OS for representatives and operation : Windows XP, Windows 7
- OS : Windows 2003, 2008 Server
- DBMS : MS SQL Server 2005, 2008

• Minimum system requirements

- The required system specifications and disk space depends on the number of channels operated. The below guidelines is based on IP recording.
- Recording Server : Intel Quad Core 2.4 GHz 1 CPU, 4 GB Memory, 146GB HDD
- Media management server : Intel Quad Core 2.4 GHz 2 CPU, 4 GB Memory , 146 GB HDD
Not including space for storing recorded files

• Technical support

- The external application provides API documents and examples for customer data

References

