DYNAMIC INSTRUMENTS

Recorder Control & Data Integration Tools

Now you can have direct control over the starting and stopping of individual channel recording, tracking agents as they move from seat-to-seat and merging call related information from other communication or management data systems with your call recordings. Whether its agent driven or completely automated, DI ROD or DI CTI SDK will integrate seamlessly with the DI Reliant™ and DI VoiceVault™ to meet your requirement.

DI ROD

Dynamic Instruments' Record on Demand (DI ROD) brings you easy-to-use agent controlled GUI client solutions:

DI ROD v1.1

DI Record On Demand

Recorder Connection status
Connected to a digital recorder

Start/Stop
Channel Recording Station
• START Recording
○ STOP Recording

Current Status
Started on channel 21

Data Entry
Bank Robbery Pursuit   Send

Free Seating
Agent's name   Login
Angela M   Logout

Minimize

SELECTIVE RECORDING - individuals control when they record their telephone calls. Use DI ROD to manage call recording for executives, managers, administrators, lawyers or anyone who wants to selectively record calls or with call center agents when only sales wrap up or sales confirmation recording is required.

FREE SEATING – agents log in at the start of their shift and calls are automatically coded with their log-on identity until the agent logs-off, regardless of the work station location. Usage either the recorder's GUI or DI's remote replay client, you can easily search call records by agent id across any available recorder channels. No more scanning channel by channel to find a specific agent's calls.

CUSTOMIZABLE DATA FIELDS – attach social security number, incident number, account number, sales order number, sales call status codes, emergency call content type or other call related data to calls as they occur. Finding call records by your customized data parameter across any combination of available recorder channels is a breeze.

DI ROD comes in two configurations:
• DI ROD A when you only need one of the above functions (on-demand recording, free seating or data integration) at each workstation.
• Need them all? Order full featured DI ROD B - each workstation can be configured to allow use of any or all three functions.

Recorder Control & Data Integration Tools

Moving from an agent controlled GUI to a semi-automated or fully automatic digital recording data integration solution has never been easier. Enlist the help of DI CTI SDK for your automated requirements.

DI CTI SDK

The Computer Telephony Integration Software Developer's Kit (DI CTI SDK) enables a programmer to establish a connection with a DI Recorder, to monitor the status of information exchanges, to control the starting and stopping of the recording process on individual channels, to notify the recorder of who is sitting at each position and to instruct the recorder to place call related information into call database fields you specify . The DI CTI SDK readily supports key system applications including:

- Automatically activate call recording based on a designated event (i.e.: when a caller agrees to purchase an item)
- Integration of ANI/ALI information into 911 call recordings
- Insertion of calling parties' number, DNIS, trunk routing, hold time, and other phone parameters into specific call records
- Inclusion of CAD Incident number on related communications recordings
- Attachment of radio identifiers and aliases to radio recordings
- Insertion of account, social security or other identification numbers
- Attaching specific status codes to calls

Do you require automation but lack programmer support to take advantage of our DI CTI SDK? DI offers custom CTI SDK programming services in support of your specific integration requirements. Contact DI for more details and to obtain specific pricing .

Simply said, DI offers four different options allowing you to select the solution that is right for you:

1. **DI ROD A** ... you receive one function (on demand recording, free seating or key data integration) at each workstation.
2. **DI ROD B** ... each workstation can be configured to allow use of any or all of the three functions.
3. **DI CTI SDK** ... have your programmer write a small piece of code to establish a connection and send specific information to a DI Recorder - automatically .
4. **CUSTOMIZED DI CTI SDK** ... Don't have a programmer but want automated insertion? DI offers custom programming services in support of your specific integration requirements.

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DI ROD & CTI SDK — Effective & Efficient
It's that simple!

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