High-impedance Voice Recording with Dialogic® Technology

CASE SUMMARY

Challenge

The recording of telephone conversations in daily business has become increasingly important.

Solution

MobiCall allows recording and analyzing proprietary protocols of a link/trunk conversation. This sophisticated solution was developed with Dialogic technology.

Thanks to the advanced know-how of the MobiCall alarm server, information about the caller can be extracted separately and it is possible to identify secret numbers in the PBX network.

Challenge

Telephone arrangements are a vital part of everyday work in the financial business, as well as in trade, industry and government agencies. Recorded calls are important for agreements or contracts and for the detection of similar orders and transactions. Recorded calls also are relied upon to provide legal certainty and for staff training and quality assurance in call centers.

Solution

This solution is well suited for institutions with the authority (or duty) to record telephone calls, such as government services, hotlines, companies in the security industry, banks, etc.

Due to the parallel connection between the MobiCall recording server and the telephone line, inbound and outbound telephone calls can be recorded and later easily searched and played back based on associated data such as date, time and incoming or outgoing call numbers. High-impedance voice recording with Dialogic technology is independent of the existing telephone system. At a customer's request, calls can be stored temporarily or permanently. Filter functions on the MobiCall web interface allow a quick and targeted search for specific call data.

Features

Call configuration

To be able to archive only the required customer-specific calls on the system, various configuration options are available. Rules can be defined that determine the minimum duration for a conversation to be stored as well as how often calls are deleted. For example, the system might be configured only to store conversations with a duration of at least 10 seconds and delete those that are older than 10 days.

Playback on web interface

Using the call information stored in the information file, a user-friendly web interface allows searches for conversations and displays the search results in a clear overview table. As an added benefit, recorded calls can be played back directly on the web interface or, optionally, be stored on the local PC to be played back from there instead. A separate connection to the telephone system allows for playback of recorded calls directly on the telephone set.

Blacklist und Whitelist

This versatile feature allows for storing only certain calls from defined phone numbers/participants. Without the blacklist and whitelist feature, all conversations are permanently recorded.

Protection against manipulation

An audio file in WAV format is created for each recorded call. The WAV file is clearly assigned to the recording with a date/time marker and caller information (caller number, called number, connection number, call duration, start/end time). A checksum is calculated using 256 bit encryption, which allows for detection of any later manipulation.

Alarm server recording

Among other features, it is possible to record the inbound and outbound protocols of a MobiCall alarm server solution.

Data storage

Call data may be stored locally and/or externally (NAS/SAN).

About Company New Voice International AG

The Swiss enterprise New Voice International AG was founded in 1991 and focuses on developing innovative solutions in the areas of security, telecommunications and information technology to meet both simple and complex customer requirements alike around the world.

The internationally established solution "MobiCall" is used for mobilisation, evacuation and voice recording and is distributed by qualified and certified partners in all vertical markets.

For more information, visit www.newvoiceinternational.com.

About Dialogic

Dialogic Inc. (NASDAQ: DLGC) develops products and technologies that enable operators to provide – and subscribers to enjoy - an enhanced mobile experience. Dialogic® technology touches over two billion mobile subscribers a day and our network solutions carry more than 15 billion minutes of traffic per month.

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