

VLog Contact Center Voice and Video Recording

VLog 10 New Generation Contact Center Voice and Video Recording

VLog 10 has a wide range of product forms, which can meet the architecture deployment of different application scenarios and provide users with perfect voice and video recording solutions. VLog 10 supports a variety of communication lines, and can perform high-impedance parallel recording of analog phones, digital phones, and digital trunks. In VoIP data recording, it can be worked in various modes such as mirroring, conference, and SIPREC.

VLog 10 is mainly used for large and medium-sized users, and single server can support up to 4,000ch target and 2,000ch concurrent recording channels.



VLog Advance Intelligent Recording

VLog Advance is embedded with the text transcript capability of the OpenAI Whisper with an accuracy rate of up to 94.7% (WER: word error rate of 5.3%), and the system can automatically transcribe the voice records of both sides of the call into remote text and near-end text respectively, and the system can search and play the recording files through specific text information, breaking through the limitations of traditional recording systems that can only be searched through call information. At the same time, it supports intelligent tagging and automatic classification of recording files according to rich preset logic such as keywords and text logic, so as to achieve - "let the robot help you organize the recording", and provide data sources for big data analytics and intelligent applications!



<p>Playback page support text edit, copy and download</p>	<p>Subtitles and voice are played synchronously</p>	<p>Embedded with SQL relational database, Embedded with Elasticsearch search</p>	<p>Automatically generate a call summary</p>
<p>Support keyword recording searching, Support traditional recording searching</p>	<p>Support visualized vertical playback</p> <p>Visualized display of conversation content and timeline</p> <p>Cursor companion on text while voice playback</p> <p>Separated conversation</p> <p>Quick locate while listening</p>	<p>Voice to text Fully utilize engine resource</p> <p>Transcript based on Full / Manual / Conditions (Instant / Fixed time / Queue)</p>	<p>Preset keyword policy to conduct recording classification and archive</p>

High accuracy
The best translation effect in scenarios such as telephones and counters

High security
Secure on-premise deployment to avoid the risk of data transmission to the cloud

World Engine
More than 100 languages and dialects are supported

Three Typical Customer Recording Deployment Method

Passive Recording	Active Recording	SIPREC Recording
SPAN- Passive recording- Network mirroring packet capture (Voice and video data)	Active recording solution: Alcatel DR-Link, Avaya DMCC, Cisco BIB, Genesys Conference, Huawei active recording, Tadiran active recording, NEC active recording, etc.	SIPREC feature based on SBC (Voice and video data) No network packet mirroring required Suitable for cloud deployment

VCLog 10 Recording System Specification

System Configuration

Operating System:	Windows Server 2012 / 2016 / 2019 / 2022, Red Hat Enterprise Linux 9, Oracle Linux 9.1 and above, SUSE 12 SP5 and above	Database:	Oracle 11g and above, MS SQL Server 2012 and above, MySQL 5.7 and above, PostgreSQL 15
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Specification Parameter

PBX Type:	Mainstream PBX such as Alcatel, Avaya, Cisco, Genesys, NEC, Nortel, Tadiran, Siemens, etc.	Hard Disk Monitoring:	Monitor on hard disk capacity usage including total capacity and remaining space												
VoIP Protocol:	Alcatel, Avaya SIP or H.323, Cisco SIP or Skinny, Huawei SIP, NEC SIP, Siemens / Unify, SIP extension, SIP trunk, etc. (Please contact us for consultation if not listed above)	Alarm Type:	Email, SNMP v2 / v3												
CTI Type:	Avaya AES, Cisco JTAPI / CTIOS, Genesys CTI, Huawei RMS, ZTE CTI	Open Interface:	Restful API (Integration with third party)												
System Architecture:	B/S architecture (Support HTTP / HTTPS) Support distribution deployment and centralized management	Real Time Engine Integration:	Support integration with voice recognition engine via IBAE, engines including ASR and voiceprint (Please contact us for more detail on IBAE)												
Recording Control Signal:	CTI, DChannel, VoIP, SIPREC	License Type:	USB hard dongle, soft dongle												
Recording Method:	Full time recording, Record on demand	System Report:	Default provide call volume and duration statistic report												
Backup Tool:	NAS, SAN, S3 storage	Deployment Method:	Single, Multiple, HA												
Retention Policy:	Local deletion, support FIFO mechanism	Recording File Size Per Hour:	3.6MB (Mono), 14.4MB (Stereo)												
Recording File Encryption:	AES 256	Voice File Storage Format:	WAV, MP3												
Customer Data Privacy Protection:	Support PDPA (e.g. use **** to mask mobile phone number)	Recording Compression Format:	G.729a, MP3, PCM												
Real-time Monitoring:	Support real-time monitoring and live playback	Voice Channel Format:	G.711a, G.711u, G.722, G.729a, Opus												
Recording Security:	Supports file integrity verification and provides Legal download	Video Recording File Size Per Hour:	1.8GB												
Language Supported:	Simplified Chinese, English, Japanese, Traditional Chinese	Video File Storage Format:	MP4												
Recording Query Conditions:	Start time, release time, call direction, calling party, called party, duration, CTI ID, reference ID.etc	Video Channel Format:	H.264												
Recordings Download:	Recording files and recording information can be exported individually and in batches	Single Server Maximum Capacity (Voice):	4,000 target channels, 2,000 concurrent channels												
Recording Playback:	Support authorized users to play normally, stop, pause, fast, and slow, move the playback progress bar to play from any time, and select multiple files to play sequentially	Single Server Maximum Capacity (Video):	100 target channels, 50 concurrent channels												
User Safety:	Support 2FA two-factor authentication	Maximum Cumulative Recording Server:	99 units (Single System)												
Recording Bookmarks:	Bookmarks can be inserted during playback, and voice recordings can be queried through bookmarks	Browser Access:	HTML5 (Google Chrome is recommended)												
System Operation Logs:	The recording system can be used to change configurations, including user management, role management, modification of recording server configuration, channel configuration, and query history	<div style="border: 1px dashed blue; padding: 5px;"> <table border="1"> <tr> <td>VCLog Advance</td> <td></td> </tr> <tr> <td>Smart Engine:</td> <td>Whisper integrated</td> </tr> <tr> <td>Smart Search:</td> <td>Voice recordings can be retrieved by text</td> </tr> <tr> <td>Call Summary:</td> <td>View the automatic summary of the call when the recording ends</td> </tr> <tr> <td>Automatic Marking:</td> <td>Support automatic tagging and classification of preset keywords, and search for voice recordings by tags</td> </tr> <tr> <td>Intelligent Analysis:</td> <td>Hot word discovery and statistics</td> </tr> </table> </div>		VCLog Advance		Smart Engine:	Whisper integrated	Smart Search:	Voice recordings can be retrieved by text	Call Summary:	View the automatic summary of the call when the recording ends	Automatic Marking:	Support automatic tagging and classification of preset keywords, and search for voice recordings by tags	Intelligent Analysis:	Hot word discovery and statistics
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