

Arcane Lite™

A Portable Voice Logger



Alliance Infotech's - Arcane Lite™ are compact, innovative, state-of-the-art USB recorders for both Inbound and Outbound Telephone Calls. They interface with analog phone lines and provide everything you need to record, store and manage telephone conversations with ease. Valuable data can be retrieved and analyzed long after the telephone conversation has faded from memory. When equipped with the network option, multiple Arcane Lite™ systems can be linked together for expanded capacity.

Time is of essence when trying to trace or track a particular call that includes crucial information. Recordings of calls can be accessed instantly. The Date, Time, Duration of the call and Identity of the Caller is provided with search options, depending on system configurations. Supervisor(s) can monitor operators either after the event, or in real-time, using Arcane Lite™, thus enabling Instant Security Checks or Performance Assessment.

Benefits

Maximum Interoperability and Scalability

- Standards based platform for easy maintenance - you control the costs.
- Live monitoring of calls on headsets.
- Input - Analog audio input from radio or telephone.
- Multi-Tasking, multi-threaded application permits all functions, such as Playback, Archiving, Searching, and Back Up (even full database backup) to run concurrently without any interruption to call recording.
- Allows copying of recorded data to removable media.
- Recording Triggers - VOX (Adjustable), Off Hook and Forced.
- Extensive Alarm warning modules for hardware and software, failure of storing device, voltage drop, and other failures.
- Multi-Level Security/passwords for different users and groups eliminate unauthorized access to call records.

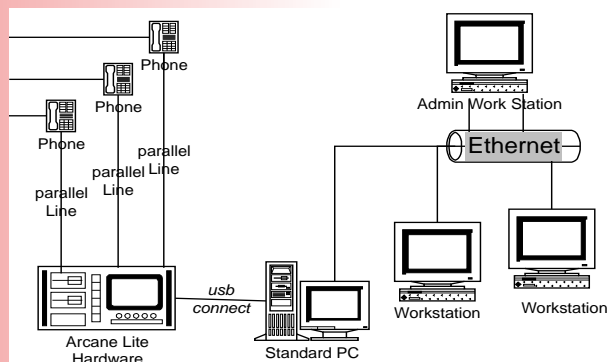


Fig 1: Network Architecture



Easy and operate - Point & Click Operation to learn

- Very Easy and Simple to connect.
- Scalable in multiples of 4 channels.
- Data Output through USB connectivity.
- Client Server Based Architecture - access records from anywhere on the LAN.
- Supports digital audio formats for recording, storing and playing the audio files like Wave/VOX Files.
- Playback calls directly from your desktop, dynamic, live reports, add flags and annotations, email or export records.
- Robust and Intuitive Data Management.
- Automatic Gain Control for each channel.
- Different Color Coding to identify activities on each channel.

Precision Search and Extensive Reporting Capabilities

- Call progress monitoring.
- Custom, user defined alphanumeric data fields for annotations and "flags".
- Inbound caller ID, outbound dialed number.
- Automated import of custom information via integration with your other database-driven applications.
- Utilize all data captured for generation of Custom Reports.
- Simultaneous Recording and Replay of real time conversation without effecting operation.

Technical Details

Arcane Lite has been specifically designed to make operations simple and hassle-free.

Features

Voice Recording: - Automatic Recording of both sides telephonic Conversation/ audio/ radio conversation, simultaneously on all the channels.

Date & Time: - Recording of Date, Time and Duration of the call. Moreover the system also offers the Start and Stop time of the recorded calls.

Start /Stop Time:- The system will also record Start and stop time of all the recorded conversations.

Duration:- Duration of all the recorded calls are logged and can be reviewed on the main screen.

In / Out Tagging:- Tagging for Incoming (In) and for Outgoing (Out) Calls against the telephone numbers.

Searching Sorting:- A user-friendly operation for searching the logged calls and sorting through Channels, Calls (In / out), Start time, Stop time, Duration and Date & Time.

Operating Principle:- The system works on the principle of On / Off Hook and VOX (Voice Operated mode) and both the modes are fully user programmable for individual target lines.

Channel Filtering:- This feature allows the user to independently configure channels to filter out the Recorded Calls having Dialed number, Starting With, Ending With.

Alert/ Indication:- System will give alert on Disc Full/ Approaching Full (Programmable).

Security:- Multi-level Security by Password Protection System (Administration, Supervisor and) Operator.

Hardware System Specification

Standard PC with following configuration (P-IV, 512 MB RAM/ 80 GB HDD/ CD writer/ USB Port/ Windows XP).

Verticals Best Suited

SME / Financial Broker / Security Agencies / Hospitality / Transportation.

Other Voice Loggers :

Alliance Arcane™: - A highly scalable and robust PC based digital voice recording system. It can be configured to tap VOIP, digital (E-1/T-1), Analog, Proprietary PBX, GSM, CDMA or Wireless lines.

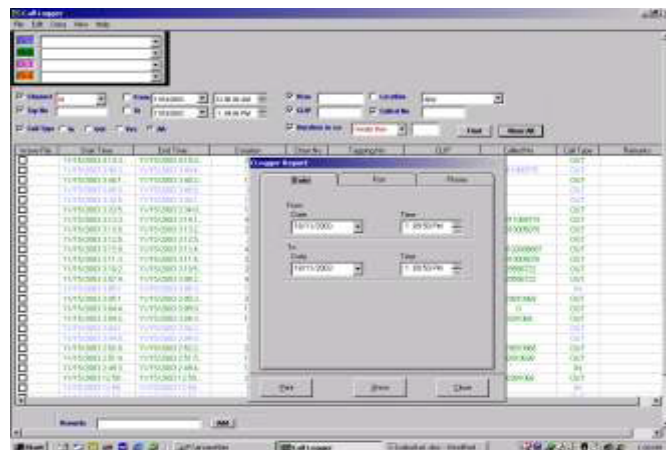


Fig 2.0 (Filtering Module)

Alliance Telrecal™ :- A flexible recording system designed for supporting the contact center Quality assessment and regulatory compliance goals. Supports CO side or Extension recording with CTI service observe.

ABOUT ALLIANCE

Since 1997, Alliance Infotech delivers the critical building blocks, technical services and solutions serving the converging Internet and Telecommunications market segments. You will find our products in Voice, Fax, Data, Speech Recognition, Call Center Management and Internet Protocol (IP) telephony application.

Alliance business consulting, Alliance premium support and Alliance customization services are bundled with our products for optimum utilization of your information technology resources.

Alliance Konfer™ is a PC based Audio Conferencing system that handles over 240 Users at a single point of time, Features include web based setup and conference controls, SMS and email based alerts ,voice recording , full featured emergency alerting and integration with MS outlook.

Alliance Ensembler™ is a web based Enterprise Relationship Management Software, which provides a fully integrated package for Sales Force Automation, Customer Relationship Management Service and Helpdesk Management Inventory and Stock Management and Advanced Analytics.

Alliance VoiceXchange™ with a configurable call flow and provides Interactive Voice Response capabilities to our suite of products and can be used to build vertical applications like Tele-Banking , Help Desk, Information centers amongst other value added services.

Alliance UniVersus™ and **Alliance FaxXchange™** are other products offered by Alliance.

Head Office

Alliance Infotech Private Limited

B-254 First Floor, Okhla Industrial Area Phase – I, New Delhi – 110020 (India)

Voice : +91 11 40517700, Fax : 40517706

E-mail : info@alliance-infotech.com, URL : www.alliance-infotech.com