

# ReDAT

## ReDAT SmartConnector

Other recording systems' data incorporation into the ReDAT Recording System

ReDAT SmartConnector gives the option to the customers to choose a recording system appreciating their previous investment. The module obtains the customers' current recording data and incorporates them into the ReDAT system, thus enabling work on all recordings in one environment.



## POSSIBILITIES

All ReDAT eXperience function modules (QualityChart, Dashboards, Reporting, Voice Analyses, ...) can be used over imported data. ReDAT SmartConnector is maximally universal, but usually requires a certain degree of customization. Not only audio recordings can be imported, but basically all types of media that the ReDAT eXperience system supports (e.g. screens, CCTV video, ...).

## RECORD IMPORT

Under the name SmartConnector, it is possible to imagine the following possible ways of importing records:

- Single-use import of records from the recording system that the customer ceases to use
- Periodic import of records from the recording system that the customer wants for various reasons continue to use

## SINGLE-USE IMPORT

Access to the original recording system is necessary - usually access to the database and archive of records, a variant of the solution may be if the manufacturer of the original system provides a "connector" (API, program) for exporting records. A specific problem may be the actual media format of the files (e.g. proprietary compression) or their encryption storage in the archive.

## RECORD REQUIREMENTS

### AUDIO

- WAV and MP3 formats supported (constant bit rate, not VBR).
- Other formats can be imported in theory, but it is necessary to ensure conversion to a supported format.
- When using voice analysis, the recordings must be in lossless STEREO format (ie with separate direction of the caller and the called party). Ideally in WAV format (128 kbps). (Note: converting an MP3 recording back to WAV is not considered a lossless WAV format). If it is not possible to provide recordings for voice analysis in the required quality, it is always necessary to provide and test a sample of the recording in advance to see if it meets the requirements of voice analysis.

### SCREEN & VIDEO

- The supported format for screens is FLV and for video MP4.
- In the form of customization, it is possible to arrange the conversion of imported files - e.g. due to size reduction file.

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

## PERIODIC IMPORT

The usual solution is that the records are stored in a shared directory. The following methods are supported to obtain record metadata:

- metadata is contained in the log file name
- each record has itself created a text file with metadata

Metadata must be in a pre-approved and unchanging format and order. Metadata must provide at least the following data:

- start of recording, end of recording (or duration)
- identification of the recorded source (branch, agent)
- for telephone calls should be given direction

It is also possible to import encrypted records - then it is necessary to provide a private key.



### AUDIT

SmartConnector activity is written to the log process. Process start events and error conditions are written to the Audit.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.