

ReDat

Recording

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.

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.

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.

AUDIT

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

ReDat Recording Systems 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.

