

Oscom URMS – Product Introduction

One of the most powerful features of Oscom URMS is its ability to search and index the calls. Not only does Oscom URMS provide key search fields, it also provides a large number of customer configurable fields, including a memo field.

In addition Oscom URMS has been written to integrate with legacy PBXs and can interface with a legacy PBX to harvest Station Messaging Detail Record (SMDR) or Call Detail Record (CDR) data. In addition Oscom URMS will work with virtually any storage methodology.

Specifications

The Oscom URMS hardware can either be configured with FXO, FXS, E1/T1, or PRI telephony interfaces or as a network appliance for SIP and/or IAX.2 telephony.

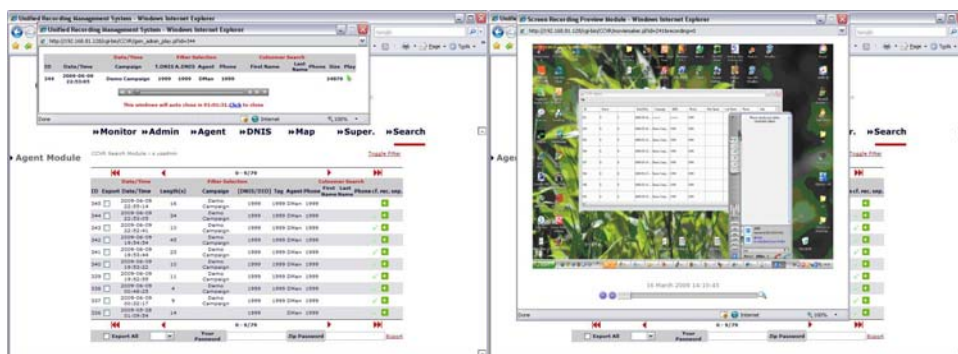


The Oscom URMS hardware is available in a 250 GB, 500 GB and 1TB RAID-1 configuration.

Oscom URMS is also available as a VMWare appliance.

URMS Core is at the heart of Oscom URMS.

A web driven administrator's portal allows the system administrators to monitor the state of the system, the activity of the agents and to search, play and export call recordings and screen captures.



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Call recordings are stored as GSM files providing the best mixture of quality and space usage. Recordings can be exported as GSM, WAV and/or MP3 format.

The Oscom URMS has three levels of user: System Managers, System Supervisors and Agents. System Managers and System Supervisors have full and 'real time' access to monitor all agent activities.

The agent communicates with the Oscom URMS server and automatically initiates the screen capture. The URMS agent can run in either interactive or silent mode.

Current CCVR System Time 2009-03-08 19:26:33. Agent Monitor window will refresh 01:02:12.

Agent ID	Phone	Status	Agent ID	Phone	Status
LMehlhorn	6109	⊗ = 31 ⊕ = 0 ✓ = 0	MWhitaker	6114	⊗ = 12 ⊕ = 0 ✓ = 0
SSoldan	6116	⊗ = 39 ⊕ = 0 ✓ = 0	BRoy	6127	⊗ = 36 ⊕ = 0 ✓ = 0
TTully	6112	⊗ = 26 ⊕ = 0 ✓ = 0	MRoyer	6119	⊗ = 20 ⊕ = 0 ✓ = 0
DBolduc	6113	⊗ = 12 ⊕ = 0 ✓ = 0	MRutherford	6107	⊗ = 49 ⊕ = 0 ✓ = 0
CChea	6105	⊗ = 71 ⊕ = 0 ✓ = 0			

Screen captures are stored as a series of PNG screenshots, which can be played as a movie. The Oscom URMS agent uses an intuitive 'real time' comparison routine to ensure that only changes in screens are captured. All screen captures are watermarked and go through an optional colour reduction filter which provides compression. Again this results in the optimum balance of quality and space usage.

Date Selection: Start: [] End: []

Time Selection: Start: [] End: []

Filter Selection: Campaign: [] [DNIS/DID]: [] Tag: []

Agent: [] Phone: [] ID: []

Customer Search: First Name: [] Last Name: [] Phone: []

Custom Field Search: Custom Field1: [] Custom Field2: [] Custom Field3: []

Custom Field4: [] Custom Field5: [] Custom Field6: []

Memo: []

The ability to search and annotate is a key component of Oscom URMS. Oscom URMS provides a mixture of standard indexing fields such as DID, Date Time, Agent and Extension as well as 7 custom fields.

These custom fields are fully manageable by the system administrators. They can be labelled and/or switched on or off. Importantly they include a memo field which is fully indexed and searchable.

The Oscom URMS Open Architecture allows it to work in conjunction with any system that produces Station Messaging Detail Record (SMDR) or Call Detail Record (CDR) data.

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Answer Plus Communications (Aust) Pty Ltd
Email: sales@apcomms.com.au
Web: www.apcomms.com.au
Tel: 1300 368 506