

Audio Retrieval Services for Legacy Voice Recorders



Highlights

- Convert and import audio from other recording solutions into ASC's *neo* suite
- Recover audio for e-discovery, data migration, or compliance
- Supports many different legacy recording solutions

ASC recommends Electrical Science to enable easy integration of recordings from other systems into *neo*.

Electrical Science is able to extract audio and available metadata directly from legacy media sources (tape, DVD-RAM, network sources) for import and storage directly within ASC's *neo* suite.

Founded in 2002, Electrical Science is an engineering consulting firm located in the United States specializing in forensic data recovery from legacy storage systems.

Audio Retrieval Service for Voice Recorder

Recordings on tapes, disks and DVD-RAM

Many businesses recorded their telephone traffic for legal reasons or compliance requirements. Traditionally, voice recorder have been separate PBX-attached units which record all telephone conversations onto a computer tape or disk, typically a 4mm (DDS) tape or DVD-RAM. In addition, metadata is also recorded to the tape (typically including call start/end times, duration, channel/extension numbers, dialed digits, and more).

Variety of advanced compression schemes

Recording vendors use a variety of advanced compression schemes in order to cram as much audio as possible onto the tape, and in most cases, playback of the recorded media is intended to be done on the original equipment. But what happens when the original equipment is no longer supported, not available anymore and will be replaced? Or what if your litigation requires you to produce thousands of recordings as evidence, but your logger can't handle the volume (because some logger models can only replay messages one at a time), and you consequently miss your production deadline?

Extract the data

Electrical Science helps to extract audio directly from legacy media sources (without the need for the original equipment) and convert it to WAV files. All metadata is extracted into CSV or XML format, which enables simple import into ASC's *neo* suite for long-term storage and retention management. Using this technique, bulk restoration of audio from multiple generations of recording systems is possible, which simplifies centralized, long-term data management while eliminating the expensive need to maintain original equipment.

Transcoding Kit

Electrical Science recognizes the sensitive nature of recordings, and the need for businesses to comply with relevant privacy regulations. When required, Electrical Science is able to send a multi-server "transcoding kit" directly to customer sites to enable rapid, on-site conversion of legacy audio sources in parallel, while eliminating the risk of sending sensitive MiFID and GDPR protected data offsite.

This service is available worldwide for all projects needing conversion of audio from another vendors solution for long term storage inside *neo*.

Supported voice recorders and media

- Audix voicemail, variously manufactured by AT&T, Lucent, Avaya (CD-RW, DVD-RAM, QIC, Travan, MO)
- BT trading turrets with embedded voice loggers (NICE, Witness, Verint)
- Comverse (now Verint) Ultra (DDS-1, DDS-2, DDS-3, MO)
- CyberTech (nonstandard WAV files)
- Dictaphone Guardian (DDS-2)
- Dictaphone Freedom (nonstandard WAV files)
- Eyretel E500, E1000 (DDS-2)
- Eyretel (now Verint) MediaStore (DDS-3)
- IPC trading turrets with embedded voice loggers (NICE)
- Lanier LDL416, LDL848 (DDS-2)
- Mercom (now Verint) Audiolog (DVD-RAM)
- NICE NiceCall Focus (DDS-3, DDS-4, DVD-RAM)
- NICE NiceLog versions 6 thru 9 (DDS-2, DDS-3, DDS-4, DAT-72, AIT-1, AIT-2, DVD-RAM, and accompanying CLS database), including "NICE 8.9"
- NICE Perform (NMF files and accompanying Interactions database)
- NICE NTR (nonstandard WAV files)
- Nortel CallPilot voicemail (QIC)
- Northern Telecom Meridian Mail voicemail (QIC)
- Racal Mirra (DVD-RAM)
- Racal Wordnet (DDS-2, DDS-3)
- Racal Wordnet Series 2 (DDS-3, DVD-RAM)
- Thales (now NICE) Wordnet Series 3 (DVD-RAM)
- Witness (now Verint) Impact 360 (nonstandard WAV files with accompanying XML metadata), aka "Witness 7.8"

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

ASC Technologies AG
Seibelstraße 2 - 4 | Phone +49 6021 5001 0
63768 Hösbach | Fax +49 6021 5001 310
Germany | hq@asstechnologies.com

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asstechnologies.com

We record & analyze communications

