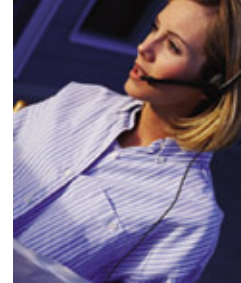# Rugged Industrial Computing Solutions Secure Voice Recording System

Location: Taiwan
Customers: Multisuns

Introduction:
Today, many business transactions and other critical communication take place over the phone. Some kinds of communication, such as 911 calls and business conferences, require a high level of reliability, while others, such as financial transactions and military decisions, require a high level of security. All require a quality channel and a dependable recording system so that the content of the call can be retrieved for future use.
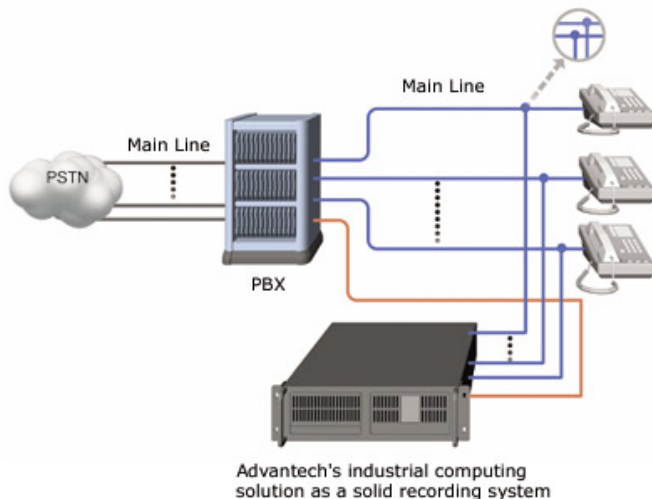
Solution:
Multisuns Corp. is a global telecommunication product provider that has installed over 2,500 voice recording systems in the Asian region. The DCRS product series is Multisuns' digital call recording system, which stores telephone conversations in digital audio files on hard disk and other media. The files are kept in searchable archives, and can be and played back at anytime. This recording system serves many purposes: Financial transactions can be verified, call center quality can be monitored, phone service attendants have evidence of their interactions with customers, and call content can be used in litigation proceedings. The recording system also ensures the safety and security of phone users by monitoring threatening or nuisance phone calls.

System:

Mltisuns' DCRS series CTI system logger is built with Advantech's IPC-series motherboards and 19" multi-system chassis. The motherboards are equipped with either an Intel Pentium III or Pentium 4 processor, and the chassis, including IPC-610, IPC-623 and IPC-622 series, provides a 14 to 20-slot backplane and support for a dual power supply. The voice logger system provides CTI integration and high-capacity storage with mirrored hard disk functionality or a RAID system. The system also provides 8 – 144 analog channels or 8 – 96 digital channels per chassis.

Advantech's industrial computing solution as a solid recording system

Benefit
■ Outstanding industrial features and a competitive price for a high-quality voice recording system.
■ Advantech has been a trusted industrial computing solution provider for over 12 years.