



# AMETHYST

CALL RECORDER AND QUALITY MANAGEMENT SYSTEM

# 1.7



Supervisor: CHRISTELLE

Recording Statistics

	All recordings	Incoming recordings	Outgoing recordings
Number of recordings	2	2	0
Total duration	0:01:46	0:00:00	0:00:00
Total disc space	377242	71960	195482
Average Duration	0:00:53	0:00:00	0:00:43
Maximum Duration	00:00:55	00:00:00	00:00:43
Total Agent Quality Management recordings flagged	0	0	0
Total Agent Quality Management reviews	0	0	0
Total calls	11	11	0
Total Extensions	11	11	0
Number of flagged recordings	0	0	0

Incoming/Outgoing Recordings

Agent Quality Management Recordings

Tagged Recordings

Supervisor: CHRISTELLE

Recording Search

Selected: Today - 021 - Number Only

WHEN	EXT	USERNAME	NUMBER	DESTINATION	DIR	RECORDING	DURATION	SUBJECT	TAGS
2013-07-08 08:51:54	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000008	0:00:33		
2013-07-08 08:11:33	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000011	0:00:13		
2013-07-08 08:11:58	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000013	0:00:12		
2013-07-08 08:14:38	5003	JOHN RICHARD	0215112025	BARRACK STREET - (ZA)	OUT	A130708-000014	0:01:24		

A130708-000014

00:00 00:06 00:12 00:18 00:24 00:30 00:36 00:42 00:48 00:54 01:00 01:06 01:12 01:18 01:24

1:19

Subject

Supervisor: CHRISTELLE

Recording Search

00:00 00:05 00:10 00:15 00:20 00:25 00:30 00:35 00:40 00:45 00:50 00:55 01:00 01:05 01:10 01:15 01:20 01:25 01:30 01:35 01:40 01:45 01:50 01:55 02:00

WHEN	EXT	USERNAME	NUMBER	DESTINATION	DIR	RECORDING	DURATION	SUBJECT	TAGS
2013-07-08 08:51:54	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000008	0:00:33		
2013-07-08 08:11:33	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000011	0:00:13		
2013-07-08 08:11:58	2303	CHRISTELLE	0215112025	AMERICA - (ZA)	OUT	A130708-000013	0:00:12		
2013-07-08 08:14:38	5003	JOHN RICHARD	0215112025	BARRACK STREET - (ZA)	OUT	A130708-000014	0:01:24		

Cape Town: Cnr. Nelson & Milton Road, Vasco, 7460

P.O. Box 6560, Welgemoed, 7538

Tel: + 27215924033

Support: 0861114351

Fax: + 27215924077



DATATEX

Visit our website at [www.datatex.co.za](http://www.datatex.co.za) or call us today for an obligation free consultation and live demo.



DATATEX

## What is Amethyst 1.7?

- Amethyst 1.7 is a web-based call-recording system specifically designed to meet the needs of customer-facing companies.
- Amethyst 1.7 is locally developed and Datatex Dynamics is PABX vendor independent.
- Amethyst 1.7 also has incredibly fast search tools and an imbedded web-player.
- Amethyst 1.7 provides secure web access to all its functionality through Secure Socket Layer (SSL) technology. Our web server engine was developed without any 3rd party products.
- Amethyst 1.7 is a 100% black box solution. It is not Windows based and does not require any CALs etc. It is also not vulnerable to virus attacks etc.
- Amethyst 1.7 is the market leader in providing a high quality and secure platform for the recording of remote branches with centralized access and storage of recordings.
- Amethyst 1.7 can run either on VMware or on its own hardware platforms.
- Amethyst 1.7 provides extensive off-site redundancy options as standard.
- Amethyst 1.7 provides flexibility in recording method topology (Trunk, Extension, VOIP, SIP, and CRE) with the ability to mix any combination of these into one single system.
- Client software is available that is installed on agent PCs. This client software enables features like agent comments, screenshots, the functionality to identify calls through a subject, and providing the agent the opportunity to listen to their own recordings without logging into the Amethyst Supervisor.

## How will Amethyst 1.7 benefit your business?

- Amethyst 1.7 can help any company comply with FICA, FAIS, SOX, PCI, NCA, and CPA requirements, as we conform to the provisions of the Electronic Communications and Transactions (ECT) Act No. 25 of 2002.
- Selective recording: Amethyst 1.7 does not blanket-record all calls. Companies can decide whose calls are being recorded and whose not.
- Amethyst 1.7 software upgrades are free within the same version and have no annual fees.
- Amethyst 1.7 is web-based, ensuring easy user training and remote access from anywhere in the world.
- Amethyst 1.7 provides a 'buy what you need' licensing scheme and server hardware comes with a 3 year warranty.
- Amethyst 1.7 provides mechanisms for training sales and service staff. The Agent Quality Management (AQM) functionality in Amethyst 1.7 meets all HR and legal requirements for "fairness in the workplace". Amethyst 1.7 provides recording and user statistics in both report and graph format.
- Amethyst 1.7 is built for hassle-free operation. The system monitors itself constantly, and will automatically alert service partners to critical problems. No need for specialist IT skills.
- All hardware and software, and a first year remote maintenance plan, are included in the installation fee.
- Unlimited Growth: Amethyst 1.7 provides various options for expanding your recorder solution to grow with your company in all possible directions.
- Amethyst 1.7 provides easy migration from one recording method to the next.
- 3rd party integration: Amethyst 1.7 provides at no additional cost a complete Software Developer Integration Kit (SDK) and simulation tool. Both server and desktop integrations are available through various technologies including COM, TCP, UDP, XML, webservice and .csv exports. Real-time integration as well as post-recording integration options is available.

## • Reviews

6 June 2013

To whom it may concern

This letter serves as recommendation for Datatex. Amazing Vouchers has been working with Datatex for about 4 years to date and during this time I have had nothing but great service from the support team. They are prompt and efficient with their service and fault resolution.

I would highly recommend their product and support as it is of a high standard.

Regards

Fritz Kahn  
IT Operations Manager  
Amazing Vouchers

