EULS-3000

Truly Web-based Professional Call Logger
Achieves Best Performance and Meets Exact Needs

EULS-3000, Elite Unified Logging System 3000, is a web-enable call logger capable to capture, monitor, store and manage voice interactions with your clients for increasing service standard, to comply with regulatory requirements, to minimize risk of litigation, and to gain business insight intelligently. Simply by using web browser, authorized users can monitor calls in live, access to the recordings of telephone conversation and run system configurations.

- Reliable – Exclusively developed and manufactured by Multisuns who has been providing multi-channel systems since 1993

- Scalable – Modular design and open architecture to grow with organizations and meet the emerging technologies

- Intuitive – Recordings easily retrievable and instantly playable by authorized users with almost no prior training

EULS-3000 Quality, Efficiency, Cost effectiveness and the Best Return on Investment

MULTISUNS ®
www.multisuns.com

EULS-3000 is a perfectly designed web-enable system that is supplied with two different hardware models, industrial 19" rack-mount or compact desktop, for adapting to meet the fast changing needs from small to large-sized organizations.
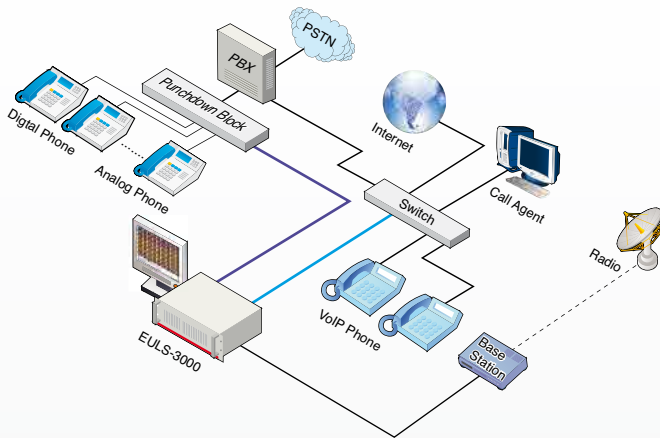
EULS-3000 HARDWARE MODELS

Models	Chassis Type	Max Channels	Telephony Interfaces
EULS-3000	19" rack-mount 4U 20 slots	256	Analog, digital PBX, T1/E1, ISDN, VoIP, PCM32 and more
	19" rack-mount 4U 14 slots	144	
EULS-3000S	Desktop 6 slots	24	Analog and digital PBX

The both hardware forms are made from the ground up for the most demanding unattended, nonstop and 24 hours 7 days a week mission critical call recording. In addition, they inherit the Multisuns DCRS product series tradition of providing users the BestLink (Database Center) and central archiving options for users to choose from.

EXTENSIVE INPUT INTERFACES

EULS-3000 supports virtually all telephony interfaces including analog, digital PBX, E1/T1, PCM and VoIP with the voice capture method employed being transparent to the phone users.

HIGHLY SCALABLE AND EXPANDABLE DESIGN

Audio input capacity starts from 8 and is expandable up to 256 channels of mixed telephony interfaces. Any of EULS recorders can be acted as a stand-alone unit to suit for the needs from small-to-medium sized enterprises, or as part of a larger multi-unit solution for offering many thousands of channels to large sized organizations. For those requiring ease of management and voice reproduction centrally, optional BestLink server can be added to a multi-unit recorder environment

enabling call metadata from each recorder to be replicated to a master database accommodated by the BestLink server. The BestLink server can be upgraded to the central archiving solution for enhancing extra data security and integrity by replicating both call metadata and call recordings of each recorder into an off-site storage center.

NUMEROUS COMPONENT LEVEL REDUNDANCY OPTIONS

EULS-3000 recorder offers numerous hardware-level redundancy options. On-line storage can be with RAID-1 hard drive, RAID-1 hot-swap hard drive, or external RAID-5 disk arrays; off-line storage can be a local or network connected storage device. Power supply can be single or redundant hot-swap PSU.

WIDE RANGE OF STORAGE OPTIONS

EULS-3000 offers various on-line storage options, ensuring on-line data be totally secure and available for required retention period. In addition to on-line storage, EULS-3000 recorder can be equipped with removable media options, or alternatively connect to a Network Access Storage, allowing permanent storage.

ON-LINE AND OFF-LINE STORAGE OPTIONS

Size	Ch-hrs @ ADPCM 32kbps	Ch-hrs @ MS-GSM 13kpbs	Internal RAID-1	Internal RAID-1 Hot-Swap	Network Access Storage
500GB	35,000	80,000	✓	✓	✓
1TB	71,100	160,000	✓	✓	✓
2TB	142,000	320,000	✓	✓	✓

* All figures for Ch-hrs are rough estimate.

CHANNEL STATUS VIEW AND CALL MONITORING

Status of all available channels is visual thru the browser of network connected computer. One click on a channel icon instantly activates supervisor side live monitoring.

STORAGE SPACE AND OPERATION LOG REAL-TIME VIEW

On-line and off-line storage space is presented to authorized users in real-time on-line. The operation and system logs are presented to authorized users in real-time on-line basis for audio trail as well.

SIMPLE YET POWERFUL SEARCH AND REPLAY CAPABILITIES

Graphical views and intuitive controls with advanced search criteria options precisely identify desired transactions and minimize training time. Unlimited search and replay capability is available from multiple network connected computers to suit for the needs from nationwide multi-site organizations.

DETAILED CONTROL OF USER PRIVILEGES

EULS-3000 allows system administrative person to add or delete users/groups and to perform privilege settings by using a predefined profile for quick management and control of access permissions.

REPORTING AND AUDIT TRAIL INFORMATION

The built-in report tool and optional DBStatis program show call activity of day, week and months. Audit trail shows essential operating actions of every user.

CHANNEL-DEFINABLE RECORDING

Record start and stop (depending on telephony interface) can be by voltage detection, VOX detection, 24hr continuous, D-channel rule based recording, and more.

SIMPLE AND EASY CONFIGURATION AND TROUBLESHOOTING

The fully functional web-enable solution makes system configuration and troubleshooting via Internet be completed in much quicker and easier manner.

STORAGE AND ACTIVITY ALERT VIA EMAIL

Email to system administrator alerting storage space low, record over-time, idle over-time and more.
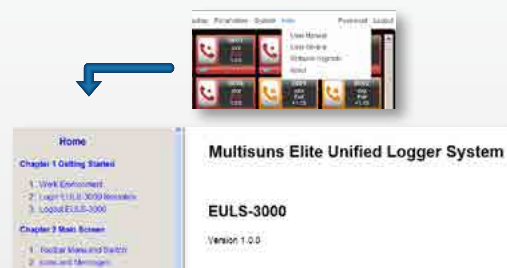

AUTO DELETING

Calls (speech audio) and call metadata (database data) can be automatically deleted basing on retention period, or on-line storage free space threshold. Important calls can be marked for permanent storage.

CTI INTEGRATION

EULS-3000 can come with the option that supports direct connection with Avaya AES server for recording. The Multisuns' exclusively developed OAPI package can allow system integrators to easily and quickly integrate EULS to other user's PBX or CRM system for recording.

USER'S MANUAL EMBEDDED

Click on the Help selection from toolbar menu and user's operation manual pops up immediately.

SPECIFICATIONS

Audio Input Interface

- Analog trunk (POTS) and PBX extension
- PBX digital extension
- ISDN T1/E1 PRI, ISDN BRI
- VoIP
- Radio: 2-wire audio

Channel Capacity (Voice channel per chassis)

- 256 channels max

Recording Search Criteria

- Date and time
- Extension/trunk number
- Inbound/outbound phone number
- Call duration
- Call direction (incoming/ outgoing)
- Customer ID
- Agent name/ID
- Group ID
- Remark field and more
- Search Criteria cacheable
- User-based voice archives by folder

Voice Recording

- Unattended 24h full recording
- VOX/Hook-started recording
- D-channel started recording
- External switch started recording
- OAPI started recording
- DTMF manually started recording

Reports

- Duration of calls
- Number of calls
- Averaged duration of calls

Fault Notification

- Email (3 levels)
- Packaging via MonView

Data Centralization

- BestLink server
- EULS Central Archiving

System Integration

- Avaya AES integration
- OPAI package integration
- SMDR port integration
- Free seating
- Agent information

Local Storage

- On-line: RAID-1 or single HDD
- Off-line (Backup): Blu-Ray, DVD-RAM, USB-HDD, NAS or RAID-5

Playback

- Standard play (play, stop, pause, fast backward, fast forward, portion, next, previous)
- Partial loop play
- Continuous play
- Section play
- Drag and play
- Volume and speed adjustment

Call Monitoring

- Real-time monitoring locally
- Real-time monitoring remotely
- Monitoring permission restriction

User Rights

- Full freedom to add/delete users and groups
- Per user-based access permissions, e.g. only calls of specific date
- Per group-based access permissions, e.g. only playback
- Integration with Active Directory

Recording Compression Format

- ADPCM
- MS-GSM

Security

- Login name and password authentication
- User account valid period programmable
- Audit trail
- Auto logout
- Login user check

System Fail-safe Features

- RAID-1, RAID-0+1, RAID-5
- Hot-swap RAID-1, PSU, Fans
- Multiple backups
- Selective backups
- Central Archiving
- Fail-safe detection and alert
- MonView software support

System Time Synchronization

- GPS time synchronization
- NTP time synchronization

Call-related Information Database

- MDB
- SQL Express (BestLink/CA)
- SQL Server (BestLink/CA)

PC Client

- Internet Explorer 8.0 or higher

System Language

- Traditional Chinese, Japanese and Portuguese

Operating System

- Microsoft Win 7 Pro. (32-bit, standard)
- Win 2008 Server (32-bit)

Power Supply

- AC 110/220V, 50/60Hz

Chassis Dimensions

EULS-3000

- 19" 4U rack-mount 14-slot: 482 mm x 177 mm x 452 mm
- 19" 4U rack-mount 20-slot: 482 mm x 177 mm x 657 mm

EULS-3000S

- 254 mm x 175 mm x 410 mm

Not all above-mentioned specs are standard and any specs may change without notice.