DupliCALL Release New Version of

Intelligent Data Migration, Audition and Maintenance Product IMAM

— Version 22.0.000.0 —

DupliCALL released the new generation of Intelligent Data Migration, Audition and Maintenance Product IMAM (v22.0.000.0), provide an intelligent maintenance tool for corporation.

The released IMAM (Intelligent Migration Audit Maintenance) is a maintenance application platform based on cloud architecture, to assist IT personnel in contact center to manage various applications effectively. Management target of this platform included all products of DupliCALL, such as DCLog voice and video recording software, IDHA Intelligent Discovery Hold and Advisor, IBAE Intelligent Bridge of Analytics Engine, ICCM Intelligent Quality Inspection, etc. Any other third party application servers that are not belonged to DupliCALL could also be monitored and maintained from some regular dimension.

IMAM (v22.0.000.0) included three main features: monitoring and maintenance, data migration and data audition.

Monitoring and Maintenance

IMAM supports OS like Windows and Linux and scenarios like physical server and virtual server. IMAM monitors and prompt any abnormality alarms for different operating systems with single login. It allows maintenance operator to monitor on the performance of each application software and hardware and the health status of applications and databases. All operation status of each system could be generated in a statistics report for operation and maintenance IT personnel to maintenance production systems effectively and at the same time ensure the stability of contact center operation.

Data Migration

Business expansion eventually drives the contact center applications to upgrade continuously, as a result, the problem of continuing to use historical data is inevitable. Data migration feature of IMAM fully supports the data migration between different versions of all DupliCALL products. Most importantly, some of the third party product migration to DupliCALL product are also supported. A standardized, platform-based and task-based data migration task feature greatly simplifies the difficulty of migration and effectively protects customers' important data assets.

Data Audition

IMAM manages and monitor data by preconfigured task policy including tasks like recording comparison, log search, data migration, data audit, etc. Recording comparison feature able to compare the differences of recording data in a few scenarios such as between active and backup server, between DupliCALL data and PABX data, CTI data or third party recording data, and between before and after migration. This feature could ensure the completeness of recording data migration without any missing out. Log search audit uses system task to replace manual log reading for each system and inform IT maintenance personnel via email whenever there is any abnormal situation. This saves a lot of manpower and time for troubleshooting and maintenance tasks.

IMAM meets the complex requirements and multi-scenarios of "customer interaction intelligent management". Furthermore, it helps contact center to gradually realize automatic, data-based and intelligent IT operations in "customer interaction intelligent management".

Released version added new features, refer to below information for detail. For more information, please access to www.duplicall.com, or call 021-51877890.

IMAM（v22.0.000.0）New Feature:

- Client based, Data migration, Data audit, Alarm statistics card

- Alarm type report and rolling of the latest alarm card

- Role and permission allocation

- User permission configuration

- Rich management information from client

- Custom alarm configuration via client

- Information card monitoring via client

- RAM, CPU and harddisk history information search via client

- Processes information search via client

- Services monitoring and operation via client

- Support UMP data migration

- Added (ClogStore) recording migration mode

- Added screening condition for file migration

- Support local copy mode for file upload

- Support continuous or single execution for migration task policy

- Support original file name restoration for migration task (Focus on the files that had been changed file name after file migration. For example, during scanning xml file, IMAM will add "temp" to the front of migrating file name, then add ".success" at the file name after completed)

- Support clear database for migration data and migration task

Software Upgrade and Installation

IMAM is for client who purchased DCLog product series for history recording file migration, intelligence audit and maintenance, etc.

IMAM software installation and upgrade can only be performed by professional service team of DupliCALL or certified partners of DupliCALL. Learn more information by the following:

- Contact your client manager

- Call us for details 021 5187 7890

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