

DupliCALL Release New Version of Intelligent Data Migration, Audition and Maintenance Product IMAM

— Version 21.0.000.0 —

DupliCALL released the new generation of Intelligent Data Migration, Audition and Maintenance Product IMAM (v21.0.000.0), provide an intelligent maintenance tool for contact center.

Contact center is a complex information system, which involves various data interaction such as voice, video, image and text. IMAM (Intelligent Migration Audit Maintenance) from DupliCALL focuses on intelligent management of customer interaction and subsystems in contact centers, that involving voice, video and screen recording, quality inspection, scheduling, reports, data and documents, etc. The design goal of IMAM ensure that every customer interaction is recorded, stored, saved, migrated, audited, etc. IMAM is covering the whole life cycle of CI-CD-CO system management. CI-CD-CO stands for the closed loop of Continuous Integration (CI), Continuous Deployment (CD) and Continuous Operation (CO).

Data is the core capital of a company, the first M (Migration) in IMAM is a Continuous Integration subset, which helps customers migrate data and files as well as meeting the integration requirements of customers (constantly changing according to business needs), historical data and file reuse. The A (Audit) and the second M (Maintenance) in IMAM are subsets of Continuous Deployment and Continuous Operation, which audit the operation data of each subsystem, perform cross-audition, carry out maintenance and record maintenance according to the results. Therefore, it is important to intelligently locate the problem, make reasonable conclusions, or provide an alternative solution. All these will require intelligence methods which means as it is extremely urgent to upgrade the existing inefficient cycle.

IMAM provides a fully autonomous and controllable IMAM platform for intelligent data migration, audition and maintenance by assisting in managing scattered and unrelated software tool, confused patch version, unprofessional interface and inconvenience environments. IMAM able to centralized and systematically manage these tools to allow maintenance personnel to monitor each subsystem data in one system. Through automatic software application, this service greatly improve the service efficiency of maintenance tasks to bring maintenance value and benefits for contact center.

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 us for details.

IMAM (v21.0.000.0) New Feature:

- Cross operating system: Windows, Linux
- Cross database: MySQL, MSSQL, Oracle
- Support migration between various types and versions of database
- Support various types and versions of recording file migration
- Recording file migration according to preset time and quantity, provided with migration log search
- History recording file integration and transcode

- Provide audit log search
- Support common and specified log event audit
- Support SMDR log audit for various mainstream PBX vendor
- Support common and customized event audit for various CTI vendor
- Support database specified log audit for various mainstream PBX and CTI vendor
- Distributed deployment, allow configure and centralized upload to central NAS storage
- Full maintenance log
- Create various alarm policy, support multi-platform alarm method
- Provide statistic report for data monitoring statistic, alarm log, application system data, health cycle, etc.
- SNMP platform integration, customized policy and sending SNMP message in time
- Visualized live monitoring in PC and mobile APP
- Visualized live monitoring system to monitor the operating status of voice, video and screen recording

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



If you have any questions, please contact us.

www.duplicall.com

Shanghai (HQ) : +86 21 5187 7890

Hong kong: +852 2578 9081

Kuala Lumpur: +603 7494 0560

DupliCALL is a solution provider that focusing on intelligent security and compliance management. Our solution users covered industries such as the banking, insurance, fund management, government service, telecommunications, public utility, public security, power and energy, transportation and other industries. Company headquarter was established in Shanghai, subsidiary companies were established in Beijing, Guangzhou, Shenzhen, Chengdu and Changsha. The sales and services network of DupliCALL are spread all over the world including Shanghai, Beijing, Guangzhou, Shenzhen, Chengdu, Hong Kong, Tokyo, and Kuala Lumpur. DupliCALL has been dedicated to providing a complete intelligent security and compliance management solution to Greater China and other Asian regions.