



TantaComm Phone Recording Software Products

DARTMON

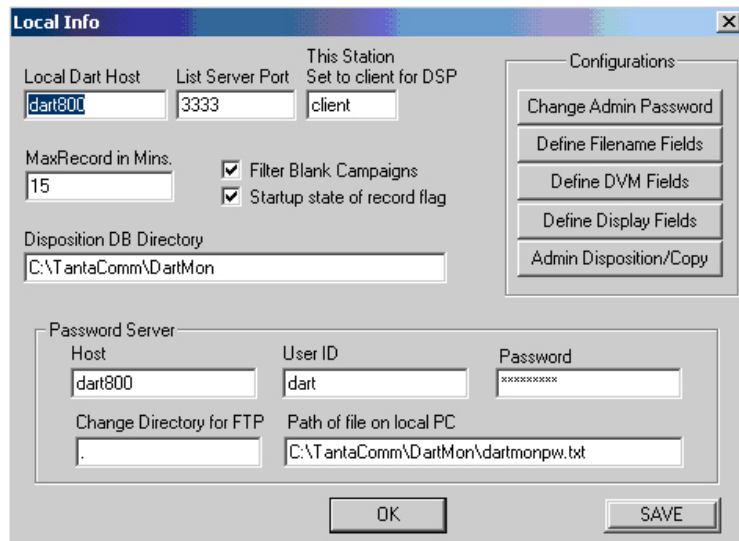
In addition to call center recording, TantaComm's DartServer platform, working in conjunction with Auditor, provide simultaneous, real time call center monitoring via a network connection. This process requires the DartMON client running on a Windows based workstation. The client itself is compact, requiring only 430 K of memory.

DartMON remote telephone monitoring software enables users to monitor the calls of agents locally or remotely via a network or dial-up connection. In a basic system without computer telephony integration, or CTI, monitoring is executed by simply specifying the extension ID of the desired station. With CTI, users can actually specify an ACD group or campaign and see the actual agent name and talk status. Selection of a particular agent is accomplished with a mouse click within the call center monitoring software.

Key features of DartMON call center monitoring software include the following:

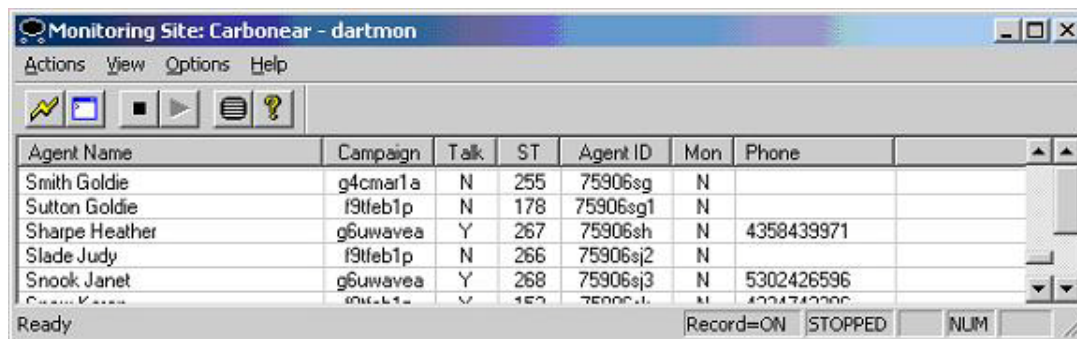
1. Small network footprint, voice packets are sent from the server in their native compressed format, 4.8 kilobits per second, and decompressed at the workstation.
2. Security of the audio data is high because the voice packets can only be converted and played with the player contained in DartMON.
3. Because of the compression, even a dial-up connection will permit multiple simultaneous call center monitoring.
4. The delay between the actual conversation and the monitored session is under one-half second.
5. The monitored call may also be recorded locally and converted to a .wav file for email or other purposes.
6. DartMON provides multiple levels of user and administrative security.
7. DartMON can easily be customized to show and connect to multiple DartServer locations with point and click.
8. User defined passwords combined with CTI information permit remote client access restricted to specific client activity.
9. User can monitor agent screen activity as well as audio and additionally enable agent screen recording.

The installation and set-up of DartMON remote telephone monitoring software is relatively simple and straightforward. Once the program is loaded, the user will go to the admin section, an example of which is illustrated below.



The admin section permits the setting of fields which reference filenames, display and disposition, as well as passwords and permissions.

The DartMON user screen looks like the following once a download has taken place from a specific location.



The user merely clicks on an agent to start the real-time audio and video monitoring. DartMON is an excellent tool for call center management and can be integrated with existing call center monitoring software.

For more information, contact sales at 800-444-8522.