

DCRS Integration

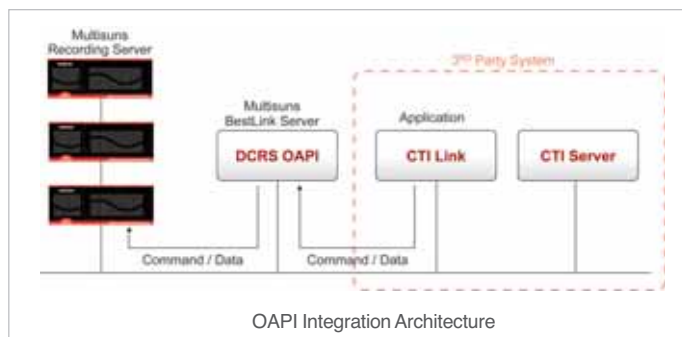
DCRS OAPI



DCRS OAPI is an integral software component for 3rd party programmers. Multisuns has provided an Open Application Programming Interface (OAPI) for this purpose. The OAPI will allow outside software applications to communicate with our DCRS CTI Family of products. Integration to a CRM system, call center agent workstation, database, PBX and other communication systems can be handled by using Multisuns OAPI.

OAPI offers control by providing a common language standard to system integrators, software and database developers and telecommunication product providers.

- OAPI allows seamless integration between a call center and the recording system.
- OAPI utilizes OCX (OLE custom control) techniques to support custom software controls.



Features:

- Start & Stop recording of the DCRS can be controlled by a server or agent.
- After integration additional call information can be attached to each recording file to facilitate file search.
- Agents can search files, play files, convert files, login, logout, and include additional remarks from a PC.
- An administrator has access to real-time monitoring, agent accounts and password setup from a PC.

Developing Environment

- OS: Windows
- Language: VB, Delphi, VC++, BC++, Java, Python, ASP
- OAPI can integrate with IVR, MailServer, Call Center SMS and PBX

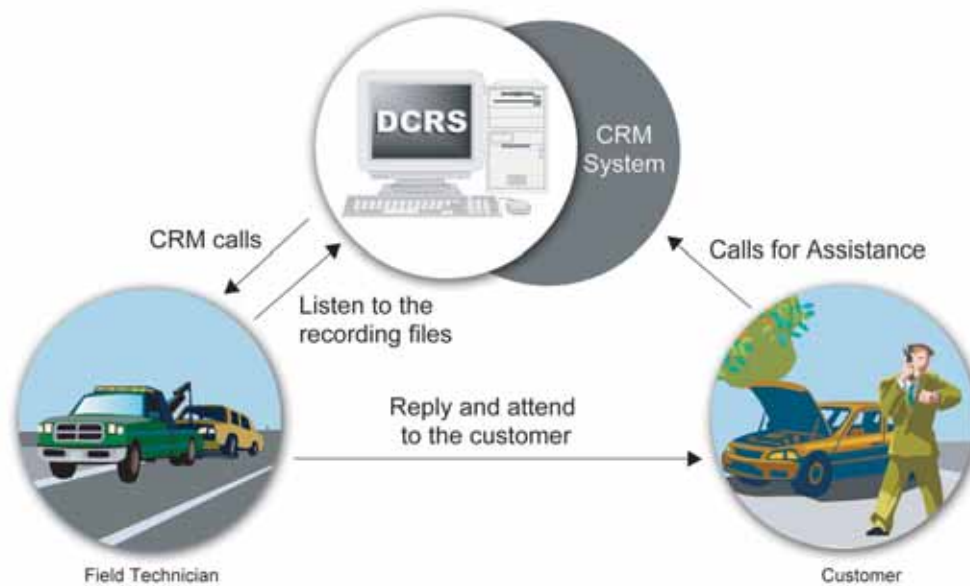
[More About DCRS OAPI Integration](#) ►

Example 1 Call Center/CRM Integration of DCRS OAPI

Scenario: Road Side Assistance Service

1. Customer makes a call to the Customer Service Center for help on an accident.
2. Conversation between the customer and agent is recorded by the DCRS system.
3. The CRM System which is integrated with the DCRS automatically calls the field technician.
4. The field technician then calls back CRM Service Center to listen to the recording file so they can attend to the customer immediately.

System Integration Between DCRS and CRM/Call Center

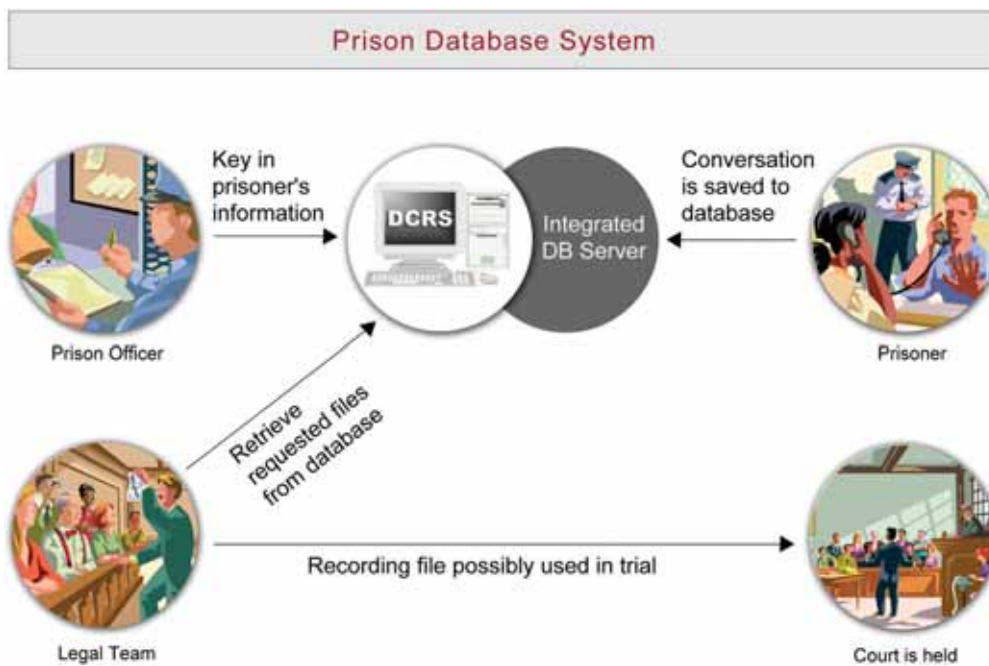


[Similar application can also be applied to insurance companies and freight companies.]

Example 2 Database Integration of DCRS OAPI, such as:
Oracle/Access/MS SQL Server/MySQL, etc. . .

Scenario: Prison / Correctional Institute

1. Management for daily visits: Prison officer keys information into their integrated database server. This includes information such as name and ID; the DCRS does not limit the amount of information.
2. After recording the conversation of the scheduled visit the DCRS will attach the corresponding recording files to the prison's integrated database server for later inspection.
3. If a legal team requests a recording file from the prison the prison officers can access the recording quickly in their database.



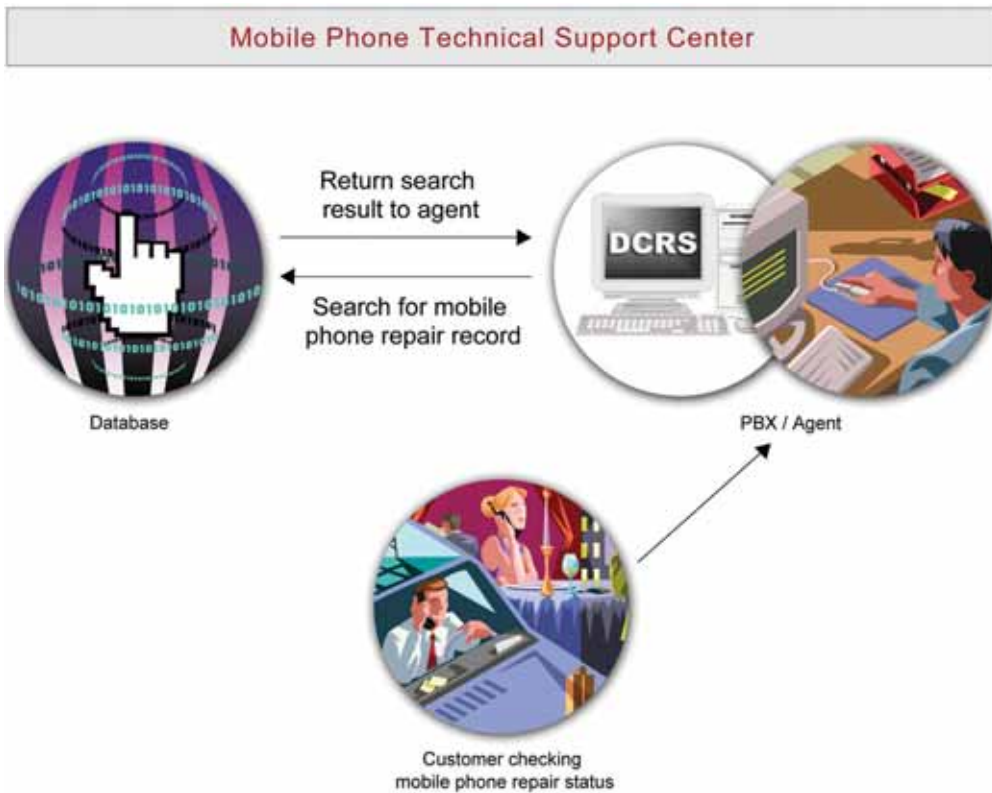
[Similar application can also be applied to medical centers and financial institutions.]

More DCRS OAPI Examples ►

Example 3 PBX Integration of DCRS OAPI such as:
Definity (CVCT) / NEC (OAI)

Scenario: Mobile Phone Provider

1. Customer calls mobile phone technical support center for assistance on their mobile phone. Conversation between customer and agent is recorded by the DCRS and saved to the local database with is integrated with the support centers call center system.
2. A supervisor can search for recorded calls through the call center system using a pre-defined condition such as customer name and mobile phone number to ensure that the customer's requests are attended to accordingly.



[Similar application can also be applied to chain store customer service centers and System Integrators.]