ELECTRICAL SCIENCE

Voice Logger Retrieval Service

Recover audio for e-discovery, archiving, data migration, compliance. Supported models include NICE, Verint, Eyretel, Racal, Mercom, and more.

Many industries use voice loggers to record all incoming and outgoing telephone traffic, including corporate call centers, 911 emergency systems, and phone-executed stock trades.
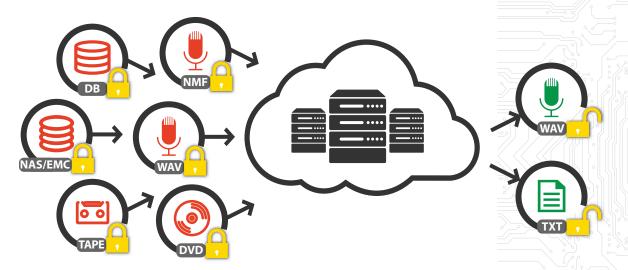
Traditionally, voice loggers have been separate PBX-attached units which digitize and store audio onto hard disk, enterprise storage, magnetic tape or optical disk. These archived recordings are often stored in a manufacturer-specific format and can use a variety of audio encoding methods. They usually can only be played back on the original equipment, sometimes only one call at a time. A single voice logger tape will often contain over 250,000 individual recordings, comprising over 10,000 hours of recorded audio.

For various reasons, you may want to retrieve the audio from your voice logger archive. You might be migrating to a newer system and need to import the legacy audio into your new repository. Or you might be involved in a legal proceeding and need to turn over the recordings to opposing counsel, but you might not even have that old logger around anymore. Either way, we can help.

Electrical Science can extract all of the audio and per-call metadata from your old recorder. All loggers minimally store call start/stop times and recorder channel, and many additionally store agent name, caller ID, dialed digits, DNIS, and other CTI fields. We can do a wholesale bulk retrieval of an entire disk or tape, or we can just extract the catalog or audio for a given channel or date range. We extract the audio quickly and accurately, directly from the media and without the need for the original equipment. We will deliver audio files which will replay on any modern platform (Windows, Mac, Android, iOS), and the metadata in your preferred text format. We can also perform data recovery on damaged or defective media, usually with 99% of the data retrieved.

Depending on your security or compliance restrictions, we can perform the retrieval either at our own secure facility, in the cloud, or on your premises. And with our technology partners, we can also help you set up a new audio archive or perform speech analytics.

Contact Electrical Science today to learn how we can be of assistance.

SUPPORTED VOICE LOGGERS AND MEDIA:

- ASC Marathon (DDS-2, DDS-3)
- ASC Evolution (NAS archive)
- Audix voicemail, variously manufactured by AT&T, Lucent, Avaya (CD-RW, DVD-RAM, QIC, Travan, MO)
- BT trading turrets with embedded voice loggers (NICE, Witness, Verint)
- Comverse Ultra (DDS-1, DDS-2, DDS-3, MO)
- CyberTech (nonstandard WAV files and accompanying database)
- Dictaphone Guardian (DDS-2)
- Dictaphone Freedom (nonstandard WAV files)
- EMC Centera enterprise storage (integrated with NICE, Verint, CyberTech)
- Eyretel E500, E1000 (DDS-2)
- Eyretel MediaStore (DDS-3)
- IPC trading turrets with embedded voice loggers (NICE)
- Mercom Audiolog (DVD-RAM)
- Motorola radio systems with embedded voice loggers (NICE)
- NiceCall Focus I, II, III (DDS-3, DDS-4, DVD-RAM)
- NiceLog versions 5 and newer (DDS-2, DDS-3, DDS-4, DAT-72, AIT-1, AIT-2, AIT-E, DVD-RAM, and accompanying CLS database), including DOS-based recorders and "NICE 8.9"

- NICE Engage (NMF files and accompanying database)
- NICE Inform (NMF files, nonstandard WAV files)
- NICE NIM (NMF files and accompanying database)
- NICE NTR and NRX (nonstandard WAV files and accompanying database)
- NICE Perform and NPX (NMF files and accompanying database)
- NICE (formerly Thales) Wordnet Series 3 (DVD-RAM, VXA)
- Nortel CallPilot voicemail (QIC)
- Northern Telecom Meridian Mail voicemail (QIC)
- OAISYS (PVD files)
- Racal Mirra (DVD-RAM)
- Racal Wordnet Series 1, 2 (DDS-2, DDS-3, DVD-RAM)
- Red Box Recorders (FRAME and DATA files)
- Revcord (DSF files)
- Verint (formerly Witness) Impact 360 (nonstandard WAV files with accompanying XML metadata, TAR files)
- Weston Digital Audionet (DVD-RAM)

ABOUT ELECTRICAL SCIENCE

Electrical Science is an engineering consulting firm located in the New York metropolitan area. Founded in 2002, we provide services in a variety of disciplines, including computer software and hardware design, network engineering, and embedded systems. For over a decade, we have specialized in the retrieval of audio recordings and metadata from legacy voice logger and voice-mail systems. Our clients include financial institutions, insurance companies, public safety organizations, and Fortune 500 firms. Via our global partnerships, we have done work on six continents. Contact us today.

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Specializing in elegant solutions