Donjin 161A

Synopsis£º

The DN161A connect directly to telephone services, voice-band signals are digitized and passed in real time between the analog telephone network and the CT bus

- With M2U modules, Connect up to 16 analog telephone devices directly to computer telephony (CT) systems and create affordable, low-end to mid-size, PC-based telemarketing systems and Contact Centers
- Expandable, modular design lets you deploy just the right number of ports today and efficiently add more tomorrow - with configurations of eight or sixteen station interfaces in a single PCI slot.
- Build economical systems by sharing resources via the H.100. H.100connectivity enables customized, integrated applications using a wide range of complementary technologies, like speech recognition, facsimile, and text-to-speech.
- Create more cost-effective switching solutions via access to the H.100 with its 4096 time slots and capacity to build higher density systems.
- Programmable gain provides station volume control from the application and enables matching line levels from different devices
- Provides unobtrusive monitoring of connections
- Provides battery feed to phone sets
- Call conferencing supports up to 32 conferees in flexible configurations of 2 to 32 parties per conference
- Conferencing resources include advanced features such as broadcast, coaching, and dynamic additions and deletions without annoying training tones
- Programmable cadence allows you to select and set ring cadence options

- Downloadable front-end impedance and gain allow the DN161A board to connect to commercially available phones worldwide
- Supply the same API as MSI/80SC-R,MSI/160SC-R, MSI/240SC-R of Intel Dialogic(SR5.11).

Applications

- Inbound and outbound telemarketing
- Customer service, help desks
- Dictation/transcription
- Operator services, such as billing automation, directory assistance, and intercept treatments
- Automatic call distribution (ACD)
- Contact Center

Hardware System Requirements

- Pentium Processor PCI bus computer. Operating system hardware requirements vary according to the number of channels being used.

System Software support

- Windows NT4.0+SP5 and above
- Windows2000+SP1 and above
- WindowsXP

Program Interface

- Visual C++, Borland C++, C++ Builder
- Delphi