Marketing Systems Group

PRO-T-S

Recording Functionality

PRO-T-S can record open-ended questions, provide playback of those files for transcription or coding, or play a file during an interview. Files are recorded in either WAV (Waveform audio) file format (the system default) or Dialogic's native mode VOX (Dialogic ADPCM or VOX audio) file format.

Digital Sound Management includes the following features:

1. On-demand recording of open-ended responses via messages received from the CATI server
2. Playback of sound clips of previously recorded files during the interview
3. For coding and transcription purposes, the telephone keypad can be enabled to control the playback of recordings. The user can move forward or backward through the file, pause playback, skip to the end, and return to the beginning of the file. The volume and speed of VOX files is adjustable. Files can also be renamed via CATI server commands.
4. PRO-T-S tracks the space available for recording and displays warning messages when free space falls below two percentage levels.
5. Automatic fallback for recording to a secondary drive if the primary drive becomes unavailable or there is insufficient space on it to continue recording. Once the primary drive becomes available again, recording automatically switches back.

Sound files can be played on the system but are limited to the formats supported by the Dialogic HMP software. Currently the formats implemented are:

Dialogic VOX Format

- 4-bit OKI ADPCM (Dialogic registered format)
- With Samples per second of 6 or 8 kHZ
- (Bits per sample of 24 or 32 kbps)

Microsoft Wave Format

- 8-bit Linear PCM
- With Samples per second of 6, 8, or 11 kHZ
- (Bits per sample of 48, 64, or 88 kbps)

The other formats available within Dialogic that could be implemented include:

Microsoft Wave Format

- 16-bit Linear PCM
- With Samples per second of 8 kHZ
- (Bits per sample of 128 kbps)

G.711 Voice Coder Formats (in VOX or WAVE file format)

- 8-bit G.711 ALaw or MuLaw
- With Samples per second of 6 or 8 kHZ
- (Bits per sample of 48or 64 kbps)

G.726 Voice Coder Formats (in VOX or WAVE file format)

- 8-bit G.726
- With Samples per second of 8 kHZ
- (Bits per sample of 16 or 32 kbps)

GSM Voice Coder Formats (in VOX or WAVE file format)

- GSM 6.10 Microsoft Audio Codec (WAVE) or GSM 6.10Tiphon Audio Codec (VOX)
- With Samples per second of 8 kHZ
- (Bits per sample of 13 kbps)

As is the case with any data being transferred between computers across a computer network, the transfer of recordings will always utilized the system's CPU, memory, and disk I/O as well as network bandwidth during the actual transfer. For this reason, it is always recommended that these types of transactions be done with planning to minimize the impact on actual production.

Network engineering can be done to limit the overall impact of these type of data transfers to the network, but the impact at the individual systems can only be minimized by carefully designing how and when the recordings are actually being moved. Our general recommendation has always been to perform these types of operations during non-production periods for the systems; however, processes can be designed to perform these operations during production if it becomes a requirement.