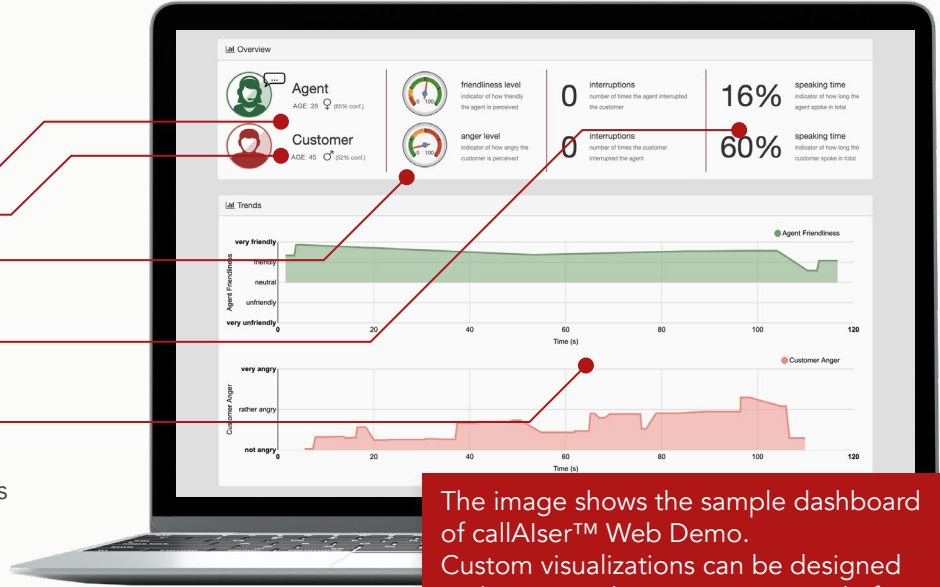


callAlser™ TECHNICAL SPECIFICATIONS

MAIN FEATURES

1. Gender detection
2. Age estimation
3. Agent friendliness,
Caller anger metrics
4. Speaker time metrics &
Interruption statistics
5. Speech start/end events,
Course of the conversation
6. Arousal, Valence, Dominance metrics
(patented VocEmoApl technology)



The image shows the sample dashboard of callAlser™ Web Demo. Custom visualizations can be designed and integrated into any existing platform.

SYSTEM REQUIREMENTS

- On-premise backend server or VM
- For direct installation:
A recent version of Debian/Ubuntu Server
- For virtual installation:
VMware ESXi/Microsoft Hyper-V/Docker
- Microsoft Windows 7 or higher on agent PCs
- Integration into all softphone-based callcenter-software possible
- Interface to customer analytics solution
 - MongoDB + change streams
 - Custom API
- Deployment options
 - Direct installation by our IT experts
 - Docker
 - VM

callAlser™ BACKEND RESOURCE REQUIREMENTS SCALES TO ANY NUMBER OF AGENTS

The hardware requirements increase with the number of concurrent calls.

10 Calls concurrent

- 4-core 2.4 GHz*
- 8 GB RAM
- 64 GB disc space
- min. 100 Mbps

50 Calls concurrent

- 16-core 2.4 GHz*
- 16 GB RAM
- 64 GB disc space
- min. 100 Mbps

200 Calls concurrent

- 4x16-core 2.4 GHz*
- 64 GB RAM
- 64 GB disc space
- min. 1Gbps

For supporting more than 200 concurrent calls, several backend server instances, each handling 200 calls are recommended

*Processor performance based on 1st Gen. Intel Xeon Scalable Processors