



VCLogWebSDK

6.03.002

Product Specification

Version 02
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Preface

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Audience






This document describes VLogWebSDK Product Specification.

This document is intended for engineer;

- Field Engineer
- Maintenance Engineer

Symbols

Following symbols are defined as follows.

Symbol	Description
 DANGER	Indicates a potentially highly dangerous, if not avoided, will result in death or serious injury.
 WARNING	A medium or low risk hazard which, if not avoided, could result in minor or moderate injury.
 CAUTION	Indicates a potentially hazardous situation, which if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 TIP	Tips and tricks to help to solve your problem or save time
 NOTE	Indicates additional information to the main subject.

Change Log

Change Log accumulate update notes every time the document is amended. The latest version of the document will contains all previous updates.

Version 02 (2014-09-23)

Issued by QA bureau.

1 Product Features

VLogWebSDK is a WCF service that provides a variety of recording control and enables recording data update, which mainly include: Get ReferenceID, Get Record Playback URL, Update Recording Database, Search Recording, Start Recording, Stop Recording, Pause recording, Resume Recording, Agent Login, Agent Logout and so on.

VLogWebSDK is designed to meet smaller call center requirement, providing single interface for multiple recording server. Single WebSDK server can support up to 400 concurrent call requests.

VLogWebSDK for larger call center, single WebSDK server will have up to 400 call request. Each recording server will have one correspond WebSDK server.

VLogWebSDK for super large call center, providing “Many to one” interface. If recording server has 400 concurrent recording, or there are 400 concurrent access in single WebSDK server, we recommend to use multiple WebSDK server and match with the recording server.

2 Hardware

Name	Minimum Req.	Recommend Req.
CPU	Xeon Quad Core	2*E5606or above
RAM	8GB	DDR3 24GB or above
HDD	160GB	600GB or above
OS	Window Server 2003 or above	Window Server 2008 R2 Enterprise
Network	1 Network Adapter	2 Network Adapters



CAUTION

VCLogWebSDK not recommend PC version of operating system such as Win7, XP, Win8 and etc. We recommend Server version of operating system, such as Windows Server 2008 R2 Enterprise.
