



**AVAYA**

**DEVCONNECT**  
GOLD



## Engage Contact Center Suite Avaya Blue Compatibility Guide

### TOTAL RECORDING, QUALITY MANAGEMENT, & WORKFORCE OPTIMIZATION FOR AVAYA BLUE SYSTEMS

Experience the rich capabilities and practicality to easily record, playback, and distribute telephone conversations from the desktop with the award-winning Engage Contact Center Suite integrated with Avaya Blue (Heritage Nortel) systems.

The award-winning Engage Suite provides an unmatched combination of benefits, including best-in-class ease of use, a rich feature set, outstanding scalability, and a surprisingly low total cost of ownership. Engage Suite is compatible with Release 23 and higher systems and Engage Record has the ability to record phone conversations on any VoIP, TDM, or analog phones.

Avaya Blue interoperability features with Engage Suite:

- Records calls automatically, according to user-defined rules, or on-demand from their PCs or phones using Engage's exclusive Conversation Save™ technology. When activated prior to the end of the call, Conversation Save captures the complete call from its inception.
- Simultaneously record up to 1000 phones of any type per server.
- Optional storage ranging from local hard drive cache and DVD archiving, to remote mass archiving, including SAN/NAS support.
- Full support for audio conversation capture using analog & digital T1/E1-PRI trunk tap recording or exclusive, TelStrat Application Line Card (TALC), which replaces digital line cards (xDLCs) in digital PBXs (CS-1000, CS 2100).
- Store call-related data such as Calling Line Identification (CLID), Dialed Number Identification Service (DNIS), & the extension number or Directory Number (DN) of the phone extension that placed or received the call.
- Optional support for AES 256 bit encryption, Microsoft clustering, & virtual servers. Optional Engage SDK toolkit allows 3rd party application integration.

### SUPPORTED SYSTEMS

- Avaya Meridian™ 1 PBX
- Avaya CS 1000
- Avaya BCM 50, 200, 400, 450
- Avaya Norstar™
- Avaya SL-100
- Avaya CS 2100





## FEATURES

### Supported Equipment

- Avaya digital phones, including: Meridian, M2250 Attendant Console, BCM, Norstar
- Avaya IP Phones, including: i2001, i2002, i2004, and i2007; IP Softphone 2050
- Analog phones
- Conventional radios
- Analog DISA trunks
- Remote Gateway 9115/9150
- Centrex lines/trunks
- All analog phones and all digital or VoIP phones and T1/E1 ISDN PRI trunks

	RECORD CALLS			CONVERSATION SAVE™ ON PHONE			CONVERSATION SAVE™ ON DESKTOP		EMAIL CALLS	
	Incoming/Outgoing	Internal Staff	Remote Phones	Save in mid-call	Record	Delete	Save in mid-call	Record	Automatically	Manually
Analog Phones	●	●					●			●
Norstar/BCM Trunk Side	●		●	●	●	●	●		●	●
Avaya BCM IP Station Side	●	●	●				●	●	●	●
Avaya CS-1000, CS2100 Digital	●	●	●	●	●	●	●	●		●
Avaya CS-1000 VoIP	●	●	●				●	●		●
Avaya Trunk Side w/MLS	●		●				●	●		●
Radio Conversation	●									●

Engage Suite is compatible with a wide range of Avaya Blue contact center products, including Symposium, Symposium Express, Contact Center, and AACC AML version 6.0.

Engage Manage interfaces using standard CTI protocols. Engage Analyze, Capture, Score, & Coach do not require CTI integration. For additional details, contact your authorized telecom equipment reseller or TelStrat.

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.



6900 K Avenue | Plano, TX 75074 | USA  
 Phone: +1-972-543-3500 (N. A.) | +1-972-543-3509 (CALA) | +52 55-2602-8595 (Mexico)  
 +44 2035 140670 (EMEA) | +61 2 8014 7499 (ASIAPAC)

www.telstrat.com | sales@telstrat.com | support@telstrat.com

Copyright © 2011 TelStrat International, Ltd. All rights reserved worldwide. All information in this document subject to change without notice. The TelStrat name, the TelStrat logo, Engage Contact Center Suite, and Conversation Save are either trademarks or registered trademarks of TelStrat International, Ltd. All other trademarks are property of their respective owners.

Rev. 6L 09/11