



**AVAYA**

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GOLD



## Engage Contact Center Suite Avaya Compatibility Guide

### TOTAL RECORDING, QUALITY MANAGEMENT, & WORKFORCE OPTIMIZATION FOR AVAYA 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 Communications Manager 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 Avaya Communications Manager 3.0 & higher systems and Engage Record has the ability to record phone conversations on any analog, TDM, VoIP, or mobile phones.

Avaya interoperability features with Engage Suite:

- Records calls automatically, according to user-defined rules, or on-demand from their PCs or directly from Avaya VoIP 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 Avaya's native Single Step Conference Recording or TelStrat's innovative, cost-effective T-Span recording technology.
- Store call-related data such as Calling Line Identification (CLID), Dialed Number Identification Service (DNIS), and 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

- Communications Manager 3.0 & higher
- S8xx Servers (S8730, S8720, S8710, S8500, S8400, S8300B/C)
- G Series Media Gateways (G250, G350, G450, G600, G650, G700, G860)
- IG550 Integrated Gateway
- CMC1 Media Gateway
- SCC1 Media Gateway
- MCC1 Media Gateway
- MultiTech MultiVOIP™ Gateway
- 4600 series IP phones
- 6400 series digital phones
- 6402D digital phones
- 9600 series IP phones





A convenient Engage icon in the Windows Quick Launch bar, or from a soft key right on their Avaya VoIP phone, provides users with on-demand Record and Conversation Save™ capabilities. Audio conversations are captured through the use of either Avaya Single Step Conferencing or TelStrat's T-SPAN recording technology.

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

Engage Suite is Avaya compatible using Communications Manager v. 3.0 or later with DMCC/AES v. 3.1 or later and applicable to these hardware environments:

- S8300/B/C Media Server configured with G250, G350, G450, IG550 and/or G700 Media Gateways.
- S8500 Server with G650, G700, G350, G450, IG550 and/or G250 Media Gateways in new sales. G600, CMC1, SCC1, and MCC1 Media Gateways in migrations are also supported, except in a mix of IP connected and directly connected port networks.
- S8400 Server with G650 Media Gateways (new sales). G600 and CMC in migrations from DEFINITY Server CSI and S8100 are also supported.
- S8710/20/30 Server with G650, SCC1, MCC1 Media Gateways in an ATM or CSS connected port network environment with G250, G350, G450, IG550 and/or G700 Media Gateways.
- S8710/20/30 Media Server with G650 and G600 Media Gateways in an IP connected port network environment with G250, G350, G450, IG550 and/or G700 Media Gateways.



**Engage Record is the only call recording solution with the one-click Conversation Save™ feature that records the entire conversation even if activated in mid-call.**

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



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