



ANALOG LINE TAP COMPATIBILITY GUIDE

TelStrat's Engage Contact Center Suite provides business and contact center users the affordable, flexible tools they need for call recording, workstation screen capture, quality management, speech analytics and/or workforce management. Engage Suite is compatible with a wide range of PBX platforms, telephony technologies, and flexible deployment environments.

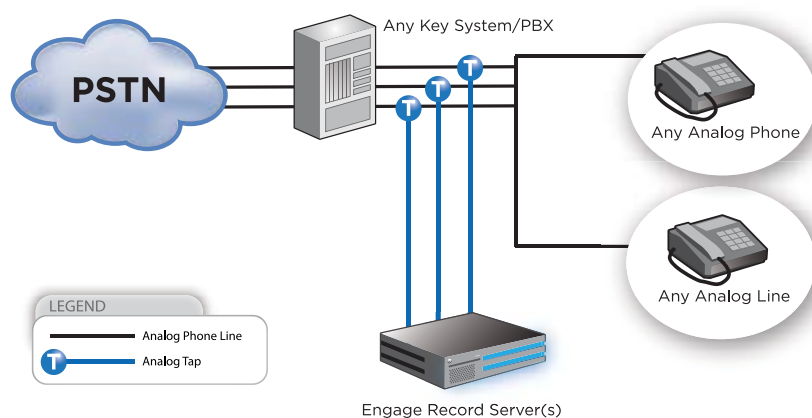
- Call recording automatically, according to user-defined rules, or on-demand using Engage Record's exclusive Conversation Save™ technology. When activated prior to the end of the call, Conversation Save captures the complete call from its inception.
- Live monitoring of calls & desktop activity for one or multiple simultaneous stations until monitoring session is closed.
- Simultaneous recording of up to 1,000 phones of any type per server. To record more phones, simply add more servers.
- Archiving solutions on inexpensive NAS, enterprise-grade SAN, or DVD.
- Stores call-related data such as Agent ID, 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.
- Built-in virtual server support as well as an Engage SDK toolkit for 3rd party application integration.
- Rock-solid security and recording integrity with watermarked audio files, SSL/HTTPS Web access, and optional AES 256-bit encryption.
- Clustering and centralized mass archive capabilities simplify implementing redundant systems that assure resilient/survivable deployments.
- Recorded audio files can be downloaded, emailed, or shared as a .WAV file.
- Call recording of both internal parties as well as calls with external parties.

- Any PBX or Call Manager
- Any SIP line
- Any Analog Line

SUPPORTED INTEGRATIONS

Network Architecture Details

Line Tap



Engage records calls from analog phones connected to any key system, PBX, hybrid telephone system, or directly from the PSTN (Example: Centrex or similar).

Phone line taps are placed between the analog phone and the telephone system or the demarcation point of the PSTN for Centrex-similar deployments.

A hardware tap card will send the voice stream to be recorded to the Engage Server. The tap obtains call event data such as call start, call end, dialed digits, CLID, etc.

DETAILS

Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** operating system on Engage is supported. There are no limitations for either version.
- **Microsoft SQL Server 2012 or 2008** database applications are supported.
- Optional **RAID 1 or RAID 5** configured internal hard drive, which is recommended for resiliency.
- **Two (2) NIC ports** are recommended to separate the voice network from the data network.
- A full-length, full-height **PCI or PCI Express Tap Card**.

NOTE: PRI line TAPs must be within 100 feet of the Engage Server and Analog and Radio line TAPs must be within 500 feet of the Engage Server.

A simple installation of Engage Suite will have call recording implemented in as little as one (1) day. With

additional support for SIP, VoIP, TDM, analog, and radio voice technologies; customers migrating between PBX platforms can record multiple voice technologies or platforms on a single server simultaneously.

Security Features

Engage Suite secures all Web-based data & communication using Secure Sockets Layer (SSL)/HTTPS. Microsoft® Single Sign-On (SSO) and Active Directory integration provide robust user access control to satisfy corporate security requirements, with no need to logon multiple times.

To comply with regulatory security requirements, audio files can be watermarked to ensure the recording's authenticity and the included SDK allows third-party integration to stop/start recordings, protecting sensitive data. An available, affordable security package provides end-to-end encryption for all recorded calls and screen captures.



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