



MITEL

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, desktop analytics, speech analytics and/or workforce management. Engage Suite is compatible with a wide range of PBX platforms, telephony technologies, and flexible deployment environments.

Product Features:

- Full call recording automatically, according to user-defined rules, or on-demand.
- Live monitoring of calls & desktop activity for one or multiple simultaneous stations until monitoring session is closed.
- Recorded audio files can be played back, downloaded as .MP3 or .WAV, emailed as a file attachment or playable URL, or even played back directly from a customer's CRM application.
- All call information is stored and searchable. Add user-defined fields to call records from 3rd-party CRM applications, such as customer ID or policy number.
- PCI-DSS, HIPAA, FIPS, and other regulatory compliance program requirements with auto pause/resume.

Technical Capabilities:

- High availability solutions supporting virtual server or physical server deployments.
- Scalable solutions to over 10,000 endpoints.
- Rock-solid security and recording integrity with watermarked audio files, SSL/HTTPS Web access, and optional AES 256-bit encryption.
- Archiving solutions supports SAN, NAS, and attached storage.
- Web services integration supports flow-through provisioning, call notifications, call download, call annotations, and more. Sample applications, source code, and executable files provided.
- On-Premise or Cloud deployment options available.
- Cloud subscription deployment options include service providers' data center, TelStrat's data center, or hybrid on-premise/cloud.

- 3300 IP Communications Platform Release 7.0 and above
- Mitel Secure Recording Connector® with MiTAI API
- Port Spanning with MiTAI API
- SIP/PRI/analog trunk recording

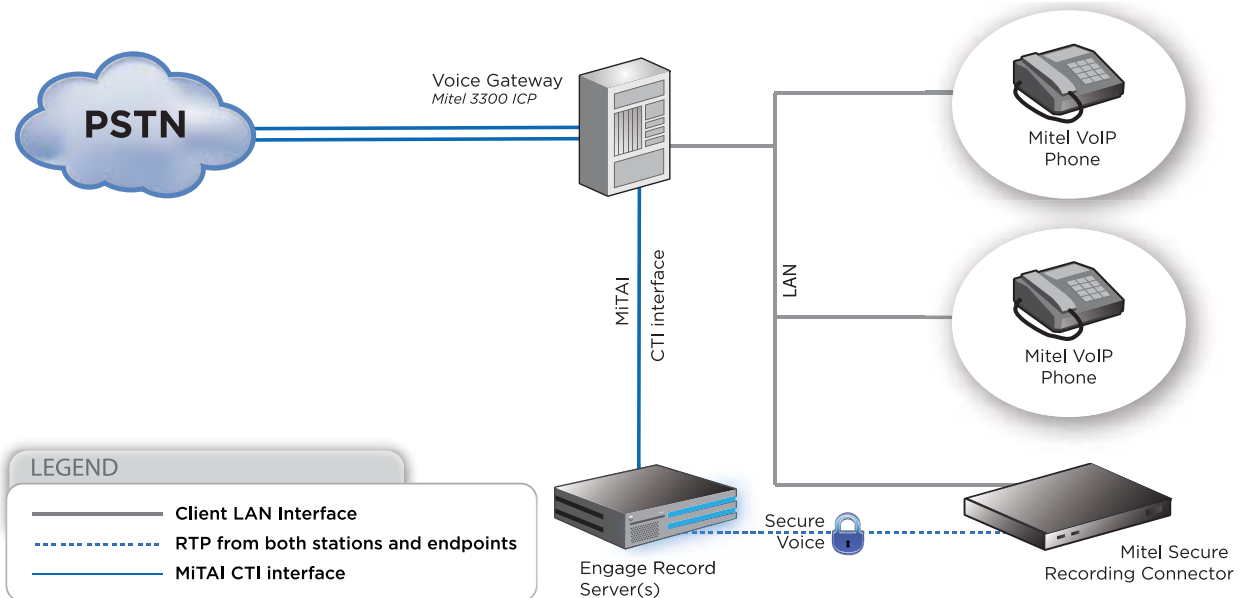
SUPPORTED INTEGRATIONS



Network Architecture Details

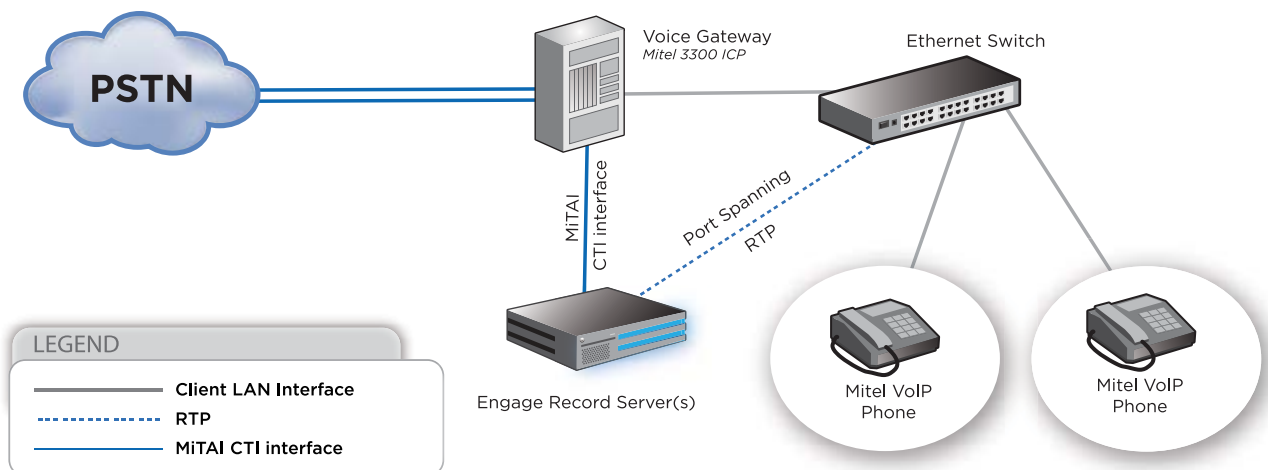
Secure Recording Connector (SRC)

The preferred method of recording phones in a Mitel environment is connecting the Engage Record Server to the Mitel 3300 ICP via the SRC. The SRC provides end to end security of all phone data and communications in a consolidated media stream sent to the Engage Record Server, even when the native conversation is encrypted.



Port Spanning

Should the SRC be unavailable in your environment, Engage Record captures audio conversations through the use of port spanning or mirroring. Using the MiTAI connection, the Engage Server can interface with the Mitel 3300 ICP to obtain call event data such as call start, call end, dialed digits, etc.



Other Engage/Mitel Recording Integrations include through SIP trunks, digital PRI taps, or analog lines. Contact your authorized telecom equipment reseller or TelStrat for more information.

DETAILS

Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** operating system on Engage is supported. Windows Server 2012 on Engage requires a Mitel release that supports Windows 2012 due to MiTAI software that must be installed on Engage.
- **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.

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 from other PBX platforms to Avaya 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.

Mitel Integration Requirements:

- A **Mitel 3300 ICP communications platform**, which provides a central gateway compatible with the Engage Server.
- **Mitel's MiTAI API** to fully capture call data and events.
- **Mitel IP phones** except these phones NOT supported by MiTAI: Mitel 5550 IP Console, Attendant Console, Mitel 5001, 5201, 5401, 5005, 5205, and 5207 IP Phones.

Secure Recording Connector:

- The **Mitel Secure Recording Connector® (SRC)** application, which is not required for the port spanning method, requires:
 - A **Mitel Standard Linux (MSL) server*** compliant with Mitel Standard Linux Engineering Guidelines. Each Linux-based SRC Server will support up to 350 concurrent ports out of 1,000 stations. To expand to more ports or stations, additional Linux-based SRC Servers will need to be installed.
 - **Mitel recording licenses** for maximum number of concurrent devices. The standard SRC installation includes 5 licenses. Additional licenses are ordered through your authorized telecom equipment reseller.

NOTE: The SRC application can not be installed on the same server as the Mitel Applications Suite.

- **Two (2) NIC ports** are recommended to separate the voice network from the data network.

Port Spanning:

- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- **Three (3) NIC ports** are recommended on the Engage Server. One for administration, one for voice network TSAPI, and one for port spanning traffic.



www.telstrat.com • sales@telstrat.com • support@telstrat.com

1101 Central Expressway South Suite 150
Allen, TX 75013 • USA

North America
+1-972-543-3500

Caribbean & Latin America
+1-972-543-3476

Mexico
+52 55-2602-8595

Europe, Middle East, Africa
+44 2035 140670

Asia Pacific
+61 2 8014 7499

Copyright © 2013 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. 3L 12/14