



SIEMENS

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.

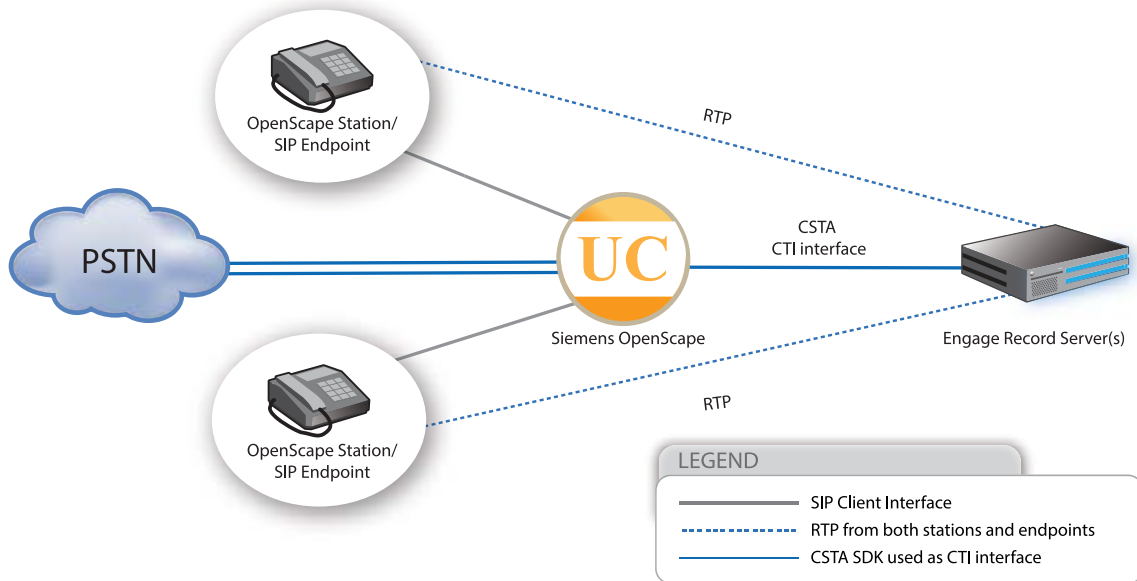
- Siemens OpenScope UC Suite 7.0 and above
- OpenScope CSTA-SDK
- Port Spanning with CSTA-SDK

SUPPORTED INTEGRATIONS

Network Architecture Details

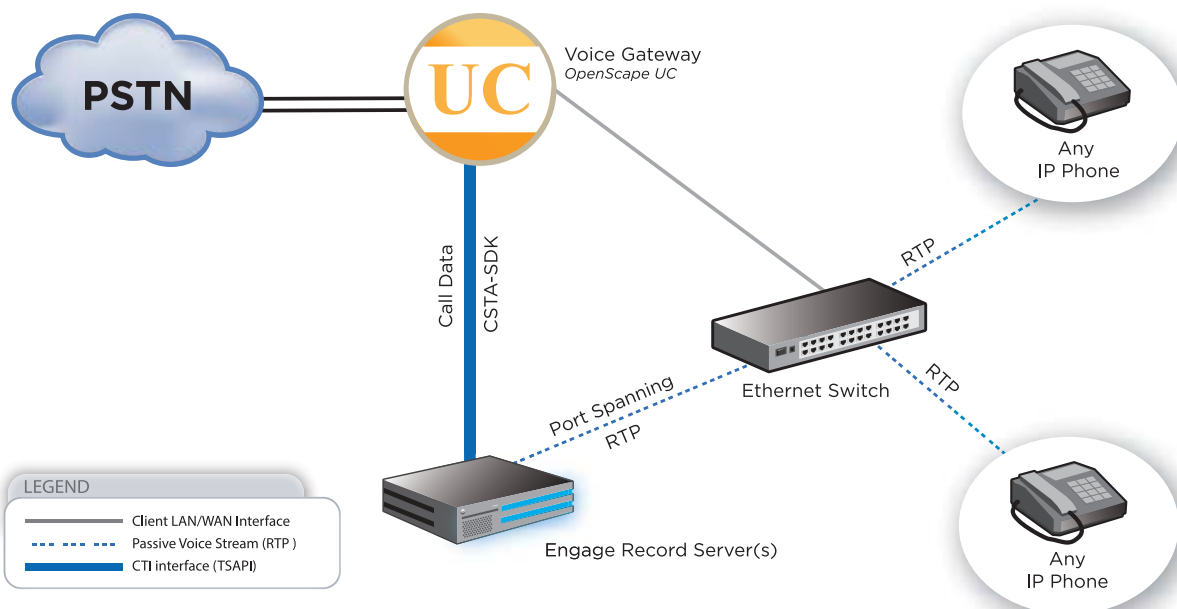
EndPoint Controlled Recording

In the Active Recording method, Engage is conferenced in silently to recorded calls. Call detail and control information is sent to the Engage Record Server from the Siemens OpenScope Voice CSTA-SDK. Only phones that support Endpoint Controlled recording can be recorded with this method. Other phones such as soft phones can be recorded using Port Spanning.



Port Spanning

VoIP phones that do not support endpoint controlled recording can be recorded with port spanning or mirroring. Using the CSTA-SDK connection, the Engage Server can interface with Siemens OpenScope Voice Server as a CTI interface to obtain call event data such as call start, call end, hold, conference, 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 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 Siemens 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.

Siemens Integration Requirements:

- **Siemens OpenScape Voice 7.0 and higher**, which provides a central gateway compatible with the Engage Suite Server.

Active Recording Method:

- **Any SIP, VoIP, digital, analog or mobile phones.**
- **Siemens Licenses:**
 - One (1) CSTA-SDK license per Engage Server for the softphone conferencing.
 - One (1) SIP station license for each recording channel.

For example, recording 100 stations with one Engage Server would require 100 SIP station licenses + one (1) CSTA-SDK license.

Port Spanning Method:

- Any **Siemens VoIP** or remote phones.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.



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