



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 supporting SIP trunks and/or SIP phones
- SIPREC Recording from Sessions Border Controller (SBC)
- Port Spanning/Mirroring of SIP phones
- SIP/PRI/analog trunk recording

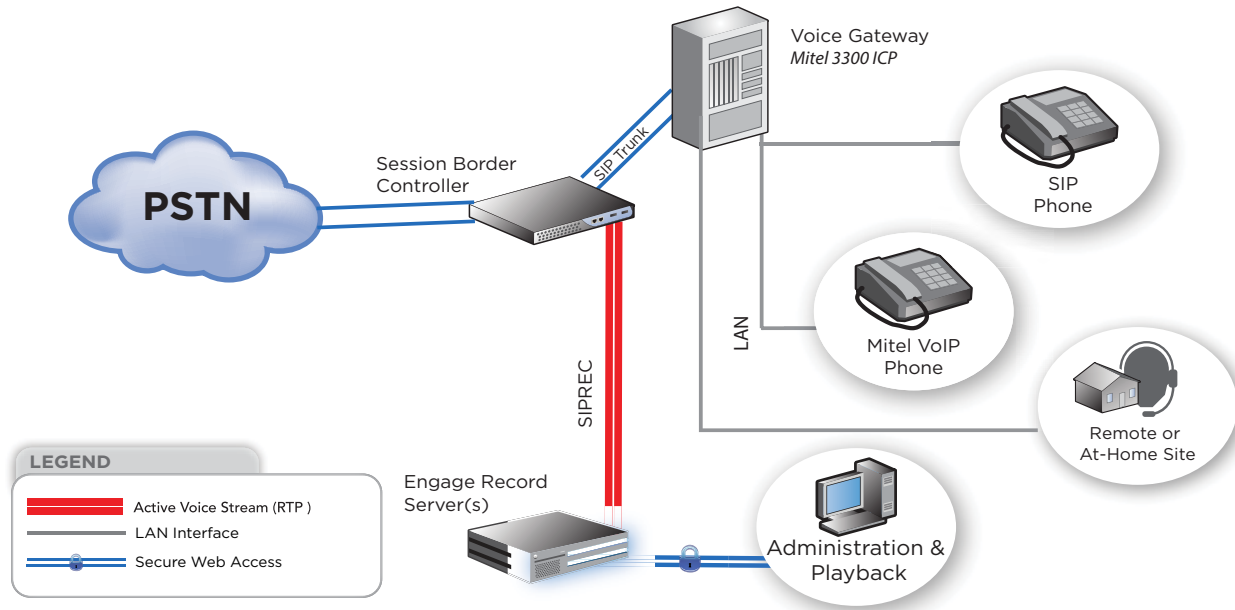
SUPPORTED INTEGRATIONS



Network Architecture Details

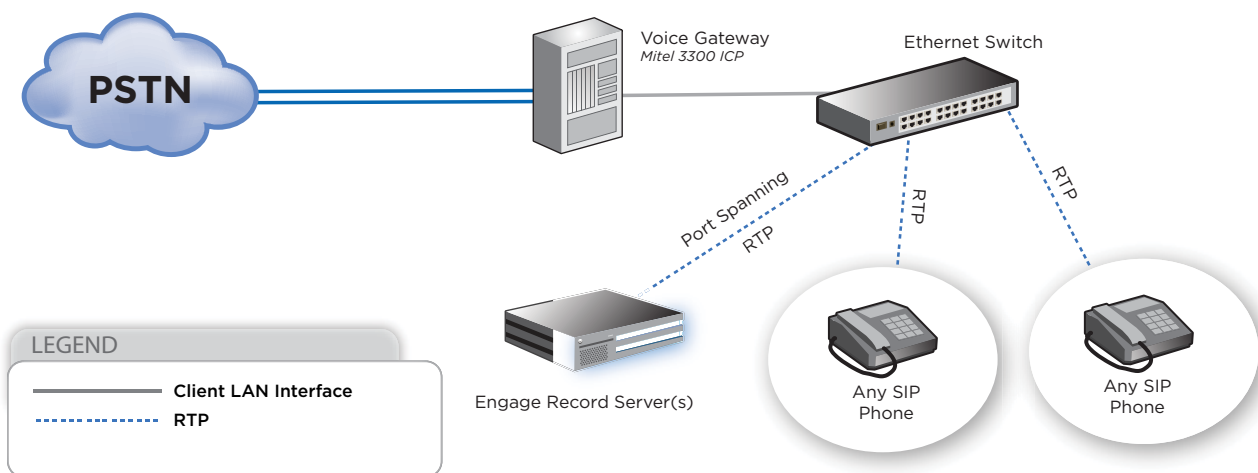
SIPREC Recording Method

The preferred method of recording phones in a Mitel environment is using a Session Border Controller (SBC) that connects SIP trunks to the Mitel Voice Gateway. The SBC provides a SIPREC connection and this stream contains the SIP-URI information so the phones being recorded can be identified with a full set of metadata so that recordings are correctly tagged.



Port Spanning

If the Mitel system supports SIP phone sets, either the voice gateway or the phones themselves (if station to station recording is needed) are spanned to a single contact point on the network. The recording server connects to this contact point and receives the RTP stream so that recording takes place.



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 analog and radio voice technologies; customers migrating from other PBX platforms to Mitel 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 Web Services API allows third-party integration to stop/start recordings, protecting sensitive data. An available security package provides 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 phones** - When using the SIPREC recording method, the phone type used on the Mitel system does not matter. When Port Spanning/Mirroring is used, any SIP phone that is compatible with the Mitel system can be recorded.

SIP Recording:

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

Port Spanning:

- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- **Two (2) NIC ports** are recommended on the Engage Server. One for administration 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