



## AVAYA BCM COMPATIBILITY GUIDE

TelStrat's Engage Contact Center Suite provides business and contact center users the affordable, flexible tools they need for call recording, 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.

### Product Features:

- Full call recording automatically, according to user-defined rules, or on-demand.
- Live monitoring of calls until monitoring session is closed.
- Recorded audio files can be played back, downloaded as .MP3 or .WAV and emailed as a file attachment or playable URL.
- All call information is stored and searchable.
- HIPAA, FIPS, and other regulatory compliance program requirements with added security features.

### Technical Capabilities:

- High availability solutions supporting physical server deployments.
- Scalable solutions to over 1,000 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 network attached storage.
- Web services integration supports call download, call annotations, and more. Sample applications, source code, and executable files provided.
- On-Premise deployment options available.

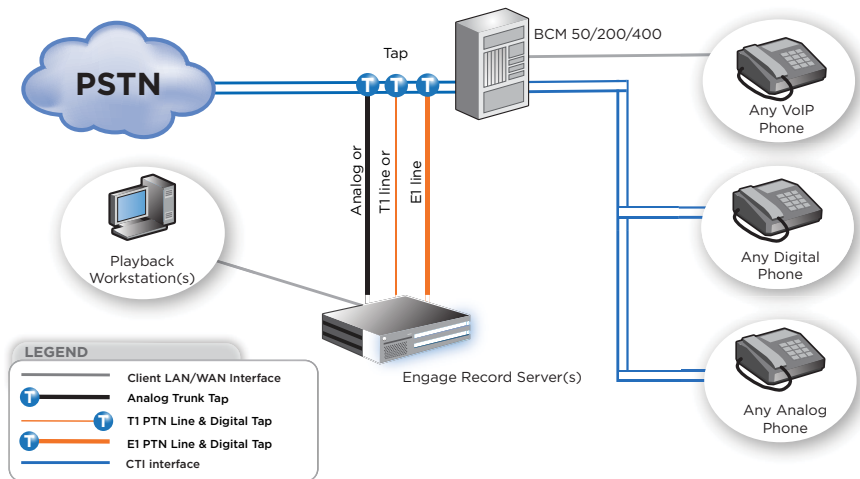
- BCM 50 version 1.0 and higher
- BCM 200 version 3.7 and higher
- BCM 400 version 3.7 and higher
- BCM 450 version 1.0 and higher
- Trunk tap recording - Analog & digital T1/E1-PRI

SUPPORTED INTEGRATIONS

**AVAYA**

**DEVCONNECT**  
TECHNOLOGY PARTNER

## Network Architecture Details



### Trunk Tap

The recording server can use a T1 PRI, an E1 PRI, and/or an analog trunk tap. Engage Record records all inbound and outbound calls from digital phones, IP phones and analog phones connected to the BCM with this method.

## DETAILS

### Engage Server Requirements:

- **Windows Server 2012 or 2008 (32 bit or R2)** operating system is supported without limitation.
- **Microsoft SQL Server 2016, 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.

### Avaya BCM System Requirements:

- **Any Avaya BCM model or version**

### Digital Trunk Tap

- Avaya or heritage Nortel **digital, IP and analog phones**.
- 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.*

### 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. An available, affordable security package provides end-to-end encryption for all recorded calls.



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