



CISCO EXPRESS 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.
- Recording of all calls without requiring Cisco Unified Contact Center installation.
- 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 and other security features.

Technical Capabilities:

- High availability solutions supporting virtual server or physical server deployments.
- Scalable solutions to any number of 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 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 in service providers' data center.

- Unified Communications Manager Express
- Unified Contact Center Enterprise
- Unified Contact Center Express
- All Cisco IP phones
- Attendant Console Softphones

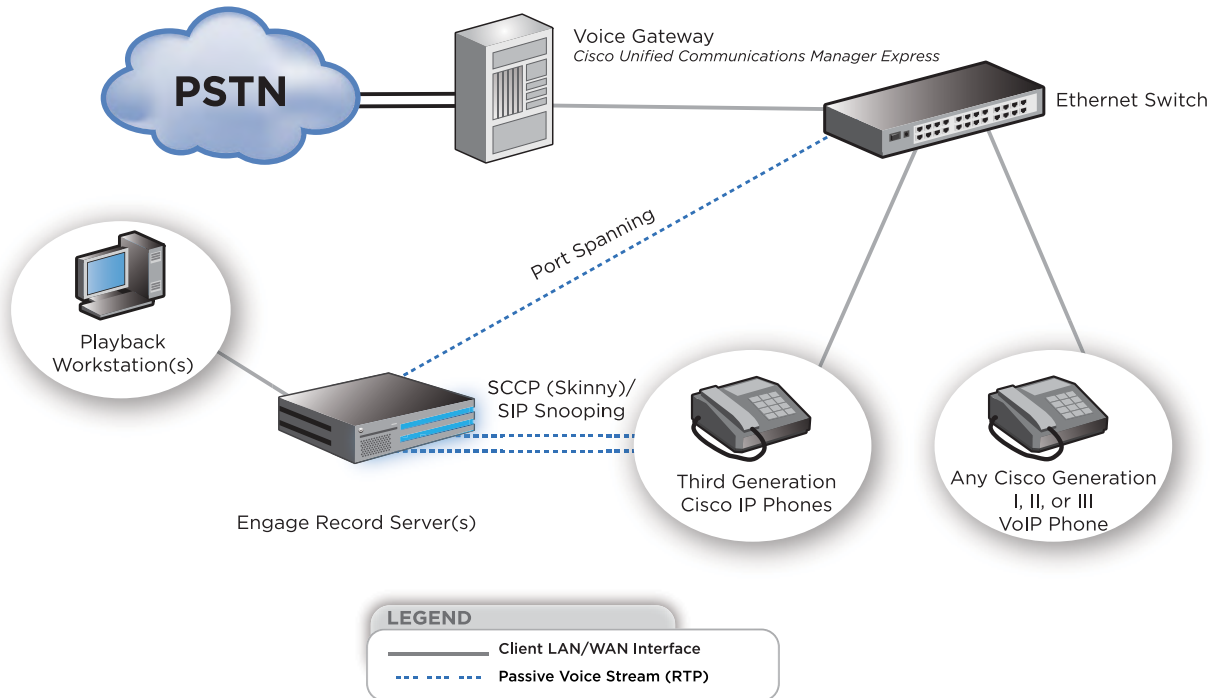
SUPPORTED INTEGRATIONS



Network Architecture Details

SCCP/SIP Native Protocol Snooping with Spanning

Should the TAPI be unavailable in your environment, all telephone packets can be spanned to capture voice and signaling information using the SCCP (skinny) or SIP protocols and no TAPI interface is required. The signaling is decoded by the Engage Record Server to determine call details. This method is unable to record Cisco Extension Mobility users.



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, affordable security package provides end-to-end encryption for all recorded calls and screen captures.

Available Softkey Features

OnDemand Desktop Clients (Record, Conversation Save and Delete) come standard.

To have these OnDemand keys available as a push button on the phone, an Optional Cisco XML server is required. Up to three functions can be push button activated on a per phone basis. These include:

- **RECORD**- Toggles the recording of a conversation.
- **CONVERSATION SAVE**- Records the entire conversation even in mid-call
- **DELETE**- Prevents recording a call even if automatically scheduled to record.

DETAILS

Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** on Engage is supported.
- **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.
- **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 Cisco can record multiple voice technologies or platforms on a single server simultaneously.

Cisco System Requirements:

- Cisco Unified Communications Manager Express
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- Optional **CTI Object Server** such as Unified Contact Center Express (UCCX) to obtain the Agent ID.
- Optional **Cisco XML server** if OnDemand Phone Softkeys are desired. All configurations come with OnDemand Desktop Client.



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