



DIGITAL TRUNK TAP COMPATIBILITY GUIDE

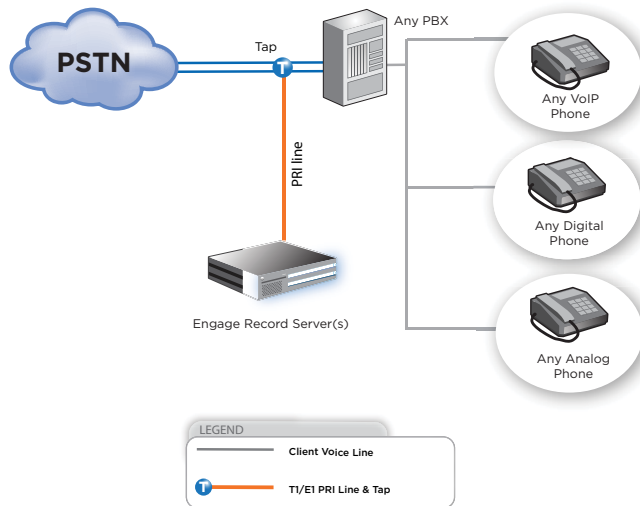
TelStrat's Engage Contact Center Suite provides business and contact center users the affordable, flexible tools they need for call recording, quality management, speech analytics and/or workforce management. Engage Suite is compatible with a wide range of PBX platforms, telephony technologies, and flexible deployment environments.

- Call recording automatically, according to user-defined rules, or on-demand using Engage Record's exclusive Conversation Save™ technology. When activated prior to the end of the call, Conversation Save captures the complete call from its inception.
- Live monitoring of calls.
- Simultaneous recording of up to 1,000 phones of any type per server.
- Archiving solutions on inexpensive NAS or enterprise-grade SAN.
- Stores call-related data such as Calling Line Identification (CLID) and Dialed Number Identification Service (DNIS).
- Rock-solid security and recording integrity with watermarked audio files, SSL/HTTPS Web access, and optional AES 256-bit encryption.
- Recorded audio files can be downloaded, emailed, or shared as a .WAV or .MP3 file.

- Any PBX or Call Manager
- Any SIP phone
- Any VoIP Phone
- Any Digital Phone
- Any Analog Phone

SUPPORTED INTEGRATIONS

Network Architecture Details



Trunk Tap

Engage records conversations via Trunk Taps placed between the Public Switch Telephony Network (PSTN) and any key system, PBX, or hybrid telephone system.

Supported trunk types are: T1/E1 (PRI) with D-Channel.

A hardware tap card will send the voice stream to be recorded to the Engage Server. The trunk tap obtains call event data such as call start, call end, dialed digits, CLID, 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 2016, 2012, 2008 Express or better** database applications supported.
- Optional **RAID 1 or RAID 5** configured internal hard drive, which is recommended for resiliency.
- A full-length, full-height **PCI or PCI Express Tap Card**

NOTE: PRI line TAPs must be within 100 feet of the Engage Server.

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 between PBX platforms 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, protecting sensitive data. An available, affordable security package provides end-to-end encryption for all recorded calls.



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