

GENBAND 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 and other security features.

Technical Capabilities:

- Multi-tenant capabilities for easy administration and centralized management of multiple tenants from a single logon.
- 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 options include service providers' data center, TelStrat's data center, or hybrid on-premise/cloud.

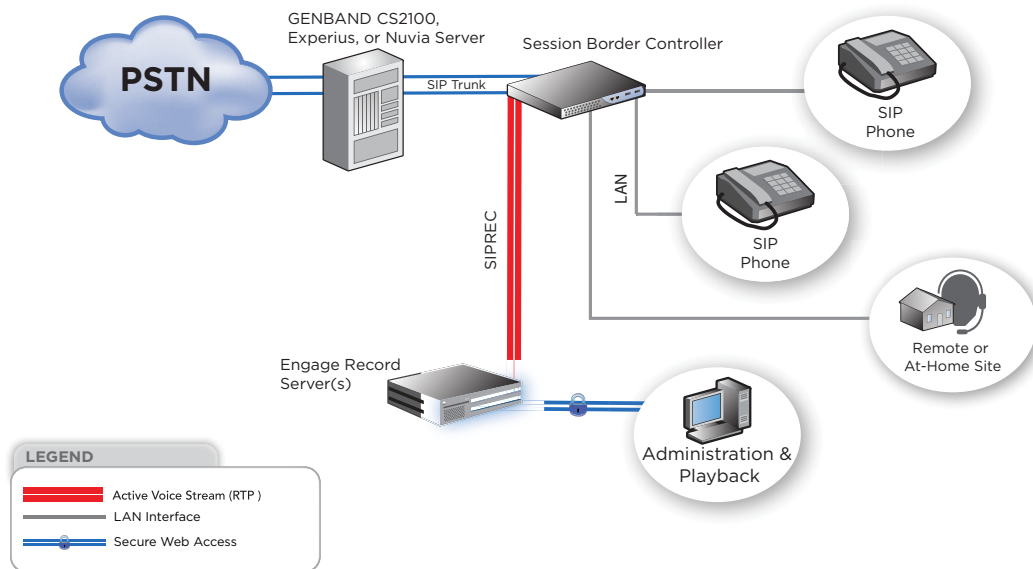
- GENBAND Experius Application Server
- GENBAND CS2100 Server
- GENBAND Nuvia Cloud Platform
- SIPREC
- SIP End Points
- Digital Phones

SUPPORTED INTEGRATIONS

Network Architecture Details

SIPREC Active Recording

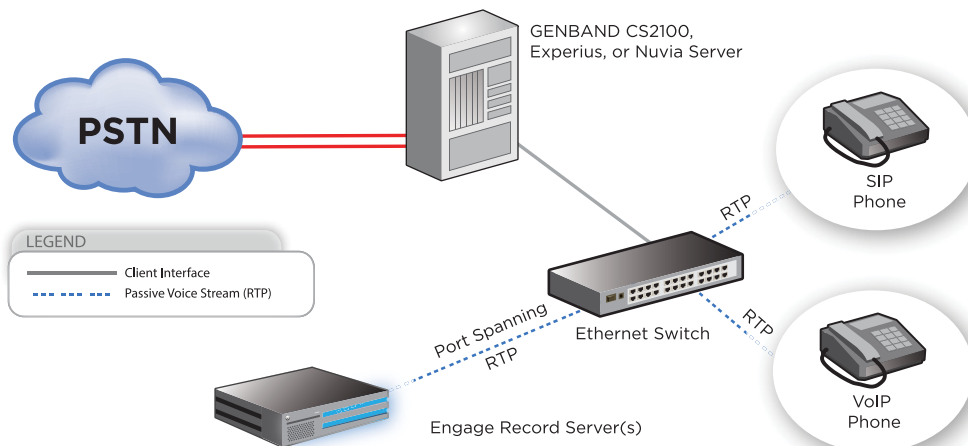
The GENBAND CS2100, Experiur, or Nuvia Server communicates to a SIPREC-capable Session Border Controller (SBC) via SIP Trunk Peering, in order to communicate to any on or off premise SIP end points. The SBC manages the SIP end point registrations, signaling, and RTP media streams as well as forks the SIP call to both the end point and the Engage Server. New call events are communicated to the Engage Record Server from the SBC using a Session Recording Protocol (SIPREC) interface and Engage may automatically or selectively record the call. Station-to-Station calls are forced back to the SBC so that audio path is available for active recording.



Port Spanning

SIP lines and trunks to be recorded are “spanned” to a single contact point on the network where the Engage Record Server connects. A second NIC in the Engage Server collects the spanned VoIP traffic to be recorded.

Call event data such as call start, call end, dialed digits, CLID, etc is captured from the SIP Packet. Customizations may be available to decode agent ID from the SIP packets. Spanning is not supported in hosted applications.



DETAILS

Engage Server Requirements:

- **Engage Record server application software** and any additional packages purchased.
- **Windows Server 2012, 2008 (32 bit or R2), or Windows Server 2003** operating system supports up to 1,000 concurrent stations. **Windows 7 or XP (32 or 64 bit)** operating system supports up to 250 stations.
- **Microsoft SQL Server 2016, 2012, 2008, or 2005** Express, Workgroup, Standard, or Data Center database applications supported.
- Optional **RAID 1, 5 or 10** configured internal hard drive, which is recommended for resiliency.
- **Two (2) NIC ports** are recommended to separate the voice network from the data network.

Other Integration Requirements:

- Any **SIPREC capable Session Border Controller** device if using the Active Recording method.
- **Layer 2 Ethernet switch(es)** with switch port analyzer if using the Port Spanning Recording method.

On-site integration services are provided. With additional support for SIP, VoIP, TDM, analog, and radio voice technologies; customers migrating from other PBX platforms to GENBAND can record multiple voice technologies or platforms 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, affordable security package provides end-to-end encryption for all recorded calls and screen captures.



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