AVAYA ACM
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 playbacked, 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.

SUPPORTED INTEGRATIONS

- Communications Manager versions 3.0 to 6.3
- S8xx Servers
- Avaya Call Center Elite
- Avaya IP Media Processors
- ACM compatible IP and digital phones

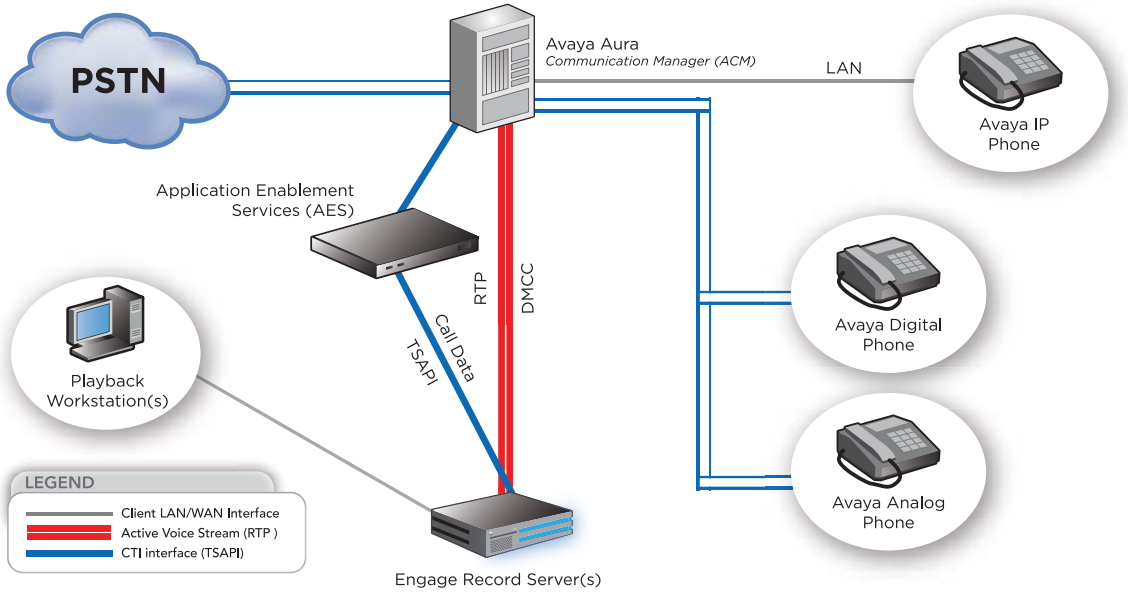
AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

Network Architecture Details

When recording phones in an Avaya ACM environment, Engage Record can interface to the Avaya PBX with the following recording methods:

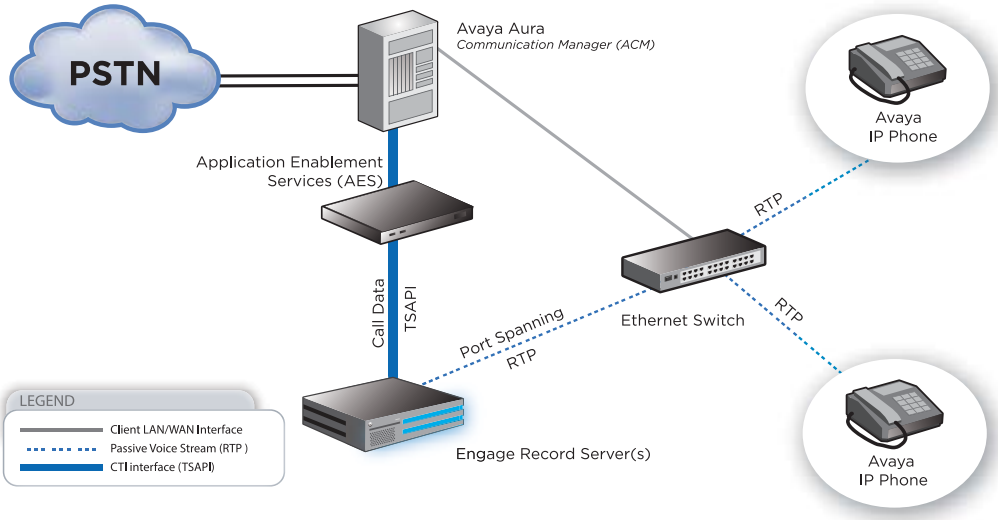
Avaya Single Step Conferencing

In the Single Step Conference method, Engage Record's soft phones are conferenced into recorded calls and the Device, Media, and Call Control API (DMCC) routes the voice packets to the recorder. Call detail and control information is sent to the Engage Record Server from the Avaya Telephony Server API (TSAPI). Single Step Conference supports any VoIP, digital, or analog phone. All recorded streams are mono due to the conferencing feature, and port spanning may be preferred for speech analytics deployments desiring speaker separation.



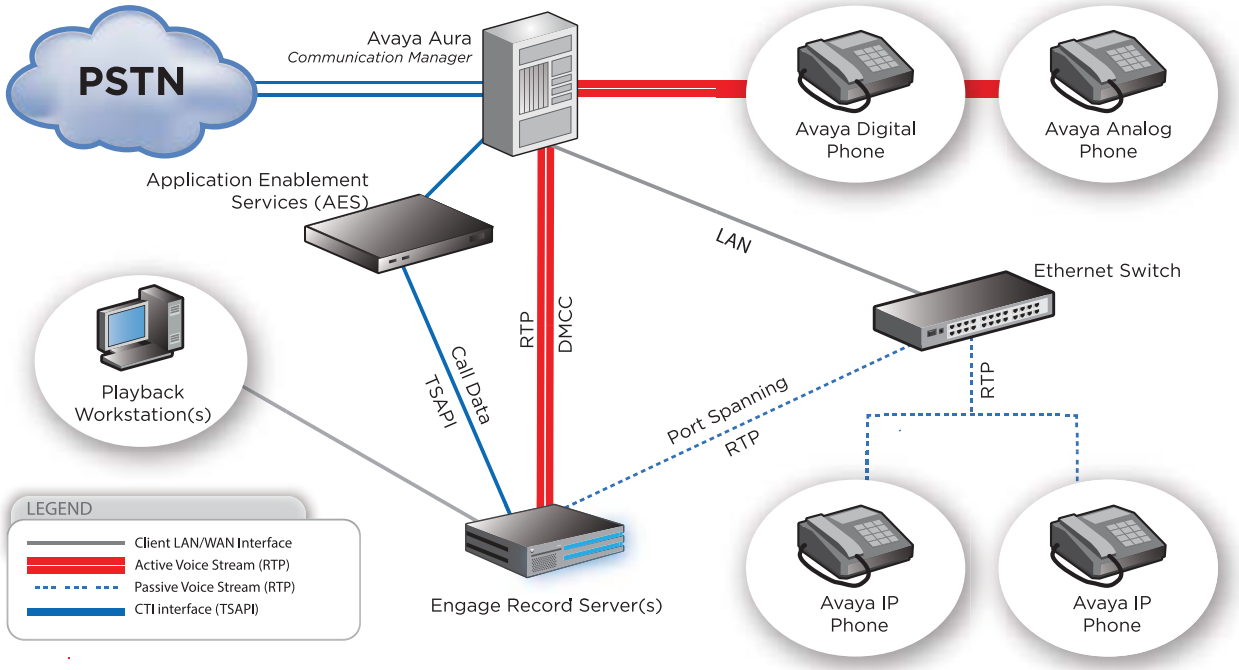
Port Spanning with TSAPI

For a lower licensing cost solution, Engage Record can record any IP station using port spanning. All phones 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 Record Server is connected to the Avaya Telephony Server API (TSAPI) for call detail information.



Mixed Phone Types on the Same Server

Some customers may wish to use lower cost port spanning for their VoIP and Single Step Conferencing for their digital and analog phones. Any phones that are supported by the Communication Manager can be recorded. Engage Record receives events for any phone through TSAPI, can all be recorded on the same Engage Record Server, and can record phones using different codecs.



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 SDK 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 Client keys (Record, Conversation Save and Delete) come standard.

To have these OnDemand keys available as a push button on the phone, an Optional Avaya 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 and 2008 (32 bit or R2)** operating system supports up to 1,000 concurrent stations. Windows Server 2012 on Engage requires Avaya ACM Release 6.3.3 or later.
- **Microsoft SQL Server 2012 or 2008** database applications and supported.
- Optional **RAID 1, 5 or RAID 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.

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 simultaneously.

Avaya System Requirements:

- **Avaya Aura Communication Manager 3.0 to 6.3** and future releases.
- **Avaya Call Center Elite** is supported with agent ID, skillset, unique ID (UCID), and UUI.
- **Application Enablement Services (AES) Server 3.1 to 6.2** and future releases to provide call data and events.
- On Demand Phone Softkeys available with optional **Avaya XML server** if desired.

Single Step Conferencing:

- **All phone types** are supported including VoIP, digital, or analog phones.
- **Two (2) NIC ports** are recommended on the Engage Server to separate the voice from the data network.
- An **Avaya IP Media Processor** may be required for Avaya systems that do not already support IP phones. Systems that support IP phones already include this capability.
- **Avaya Recording Licenses** for each phone configured for recording:
  - One (1) TSAPI Basic license per Engage Server for the softphone conferencing.
  - One (1) TSAPI Basic license per monitored phone.
  - One (1) TSAPI Basic license for each concurrent voice stream.
  - One (1) TSAPI Basic license for each hunt group.
  - One (1) Full DMCC license for each concurrent voice stream.

For example, recording 100 stations within 5 hunt groups would require 206 TSAPI Basic plus 100 DMCC Full licenses.

Port Spanning with TAPI:

- Any **Avaya VoIP** or remote phones.
- **Three (3) NIC ports** are recommended on the Engage Server. One for administration, one for voice network TSAPI, and one for port spanning traffic.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- **Avaya Recording Licenses**:
  - One (1) TSAPI Basic license per Engage Server.
  - One (1) TSAPI Basic license per monitored phone.
  - One (1) TSAPI Basic license for each Hunt Group.

For example, recording 100 stations within 5 hunt groups would require 106 TSAPI Basic licenses.

TELSTRAT®

www.telstrat.com • sales@telstrat.com • support@telstrat.com

1101 Central Expressway South Suite 150
Allen, TX 75013 • USA

North America	Caribbean & Latin America	Mexico	Europe, Middle East, Africa	Asia Pacific
+1-972-543-3500	+1-972-543-3476	+52 55-2602-8595	+44 2035 140670	+61 2 8014 7499

Rev. 6L 12/14