AVAYA NORSTAR
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, 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 & desktop activity for one or multiple simultaneous stations until monitoring session is closed.

- Simultaneous recording of up to 1,000 phones of any type per server. To record more phones, simply add more servers.

- Archiving solutions on inexpensive NAS, enterprise-grade SAN, or DVD.

- Full support for analog and digital T1/E1-PRI trunk tap recording.

- Stores call-related data such as Agent ID, Calling Line Identification (CLID), Dialed Number Identification Service (DNIS), and the extension number or Directory Number (DN) of the phone extension that placed or received the call.

- Built-in virtual server support as well as an Engage SDK toolkit for 3rd party application integration.

- Rock-solid security and recording integrity with watermarked audio files, SSL/HTTPS Web access, and optional AES 256-bit encryption.

- Clustering and centralized mass archive capabilities simplify implementing redundant systems that assure resilient/survivable deployments.

- Recorded audio files can be downloaded, emailed, or shared as a .WAV file.

- Call recording of both internal parties as well as calls with external parties.

SUPPORTED INTEGRATIONS

- Norstar Integrated Communications Systems (ICS)
- Modular (MICS) or Compact (CICS) version 7.1 and higher
- CTA 100/200
- CTE Toolkit
- Norstar Digital Phones
- Norstar Analog Phones

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Network Architecture Details

Trunk Tap

The only recording method for your Norstar environment is via a trunk tap. The recording server can use a T1 PRI, an E1 PRI, and/or an analog trunk tap with CTI integration from the CTA 100 or 200. Engage Record uses the CTI interface to retrieve call data such as call start, call end, hold, transfer, conference, etc. Any digital or analog stations supported by these trunks are recordable.
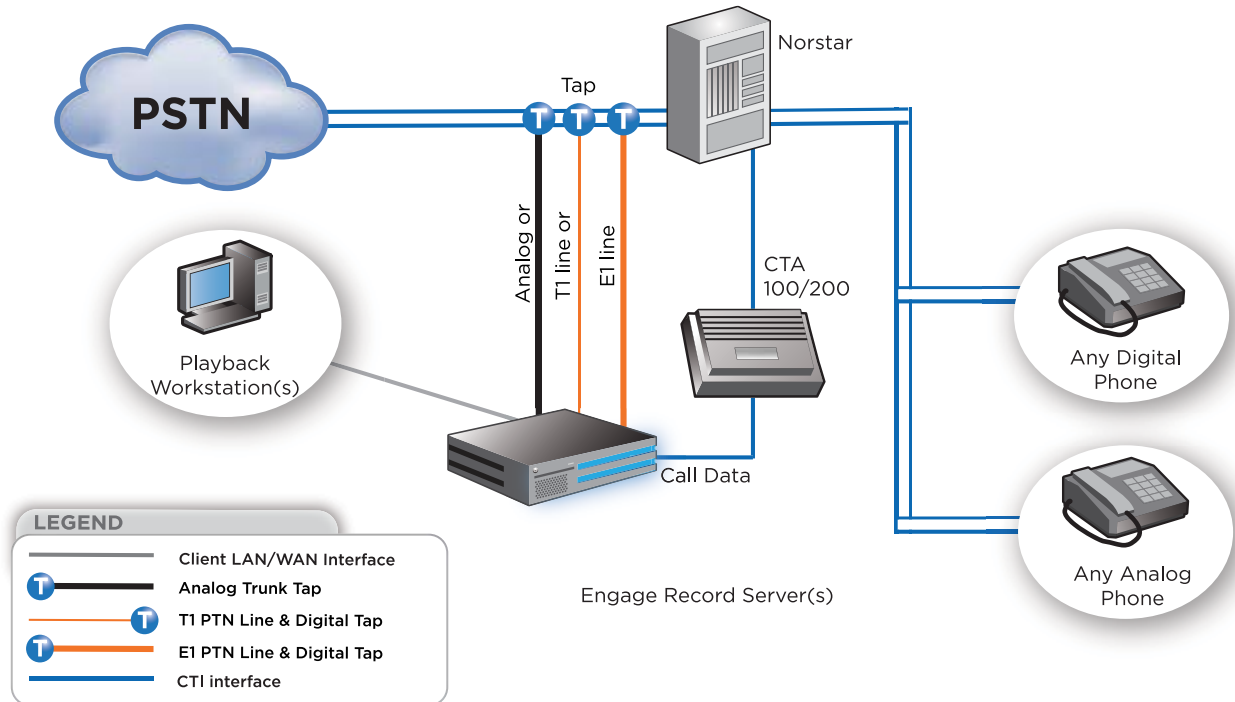
Available Softkey Features

With Norstar integration, on demand recording is available via push button special prefix (SPRE) codes or via the OnDemand Desktop Client. The following on demand features are available via SPRE codes:

- **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.

- **EMAIL**- Sends an e-mail up to six e-mail addresses.

- **PRE-POPULATED REMARK**- Populate notes in the recording database.

DETAILS

Engage Server Requirements:

- **Engage Record server application software** and any additional packages purchased.

- **Windows Server 2008 (32 bit only), or Windows Server 2003** operating system supports up to 1,000 concurrent stations. **Windows 7** or **XP (32 bit only)** operating system supports up to 250 stations.

NOTE: The Engage Server must support a full-length, full-height PCI or PCI Express Tap Card.

- **Microsoft SQL Server 2012, 2008, or 2005** Express, Workgroup, Standard, or Data Center database applications 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 Norstar System Requirements:

- **Norstar Integrated Communications System (ICS) version 7.1 and higher,** which provides a central gateway compatible with the Engage Suite Server.

- **Norstar Computer Telephony Adapter (CTA) 100 or 200 with Computer Telephone Engine (CTE) Toolkit** to fully capture call data and events.

- **Avaya or heritage Nortel** digital and analog phones

- A full-length, full-height **PCI or PCI Express Tap Card**

NOTE: A PCI expansion solution is available from TelStrat to add slots to existing PCs.

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.

Rev. 3L 10/14