



AVAYA BCM 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.

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.

- BCM 50 version 1.0 and higher
- BCM 200 version 3.7 and higher
- BCM 400 version 3.7 and higher
- BCM 450 version 1.0 and higher
- LAN CTE
- Trunk tap recording - Analog & digital T1/E1-PRI

SUPPORTED INTEGRATIONS

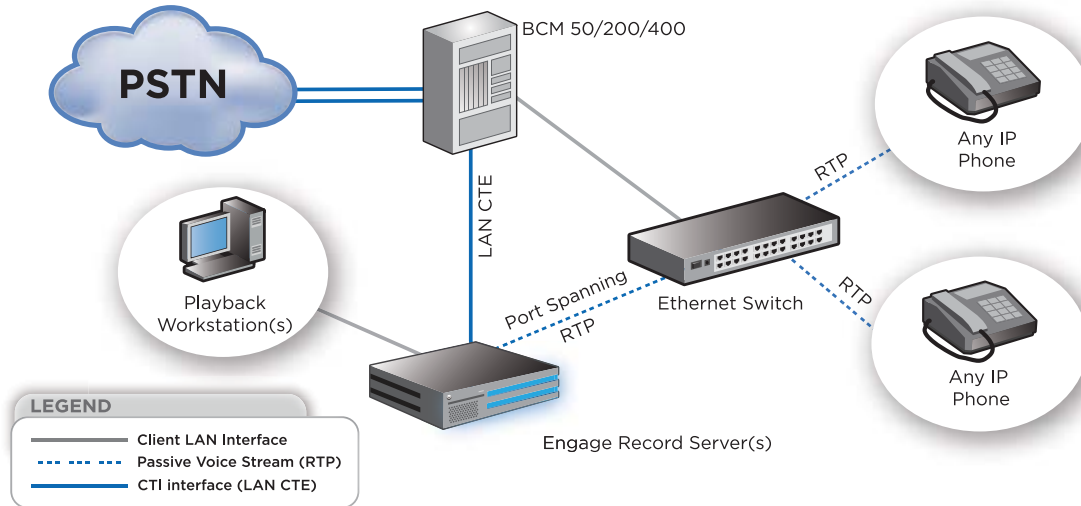


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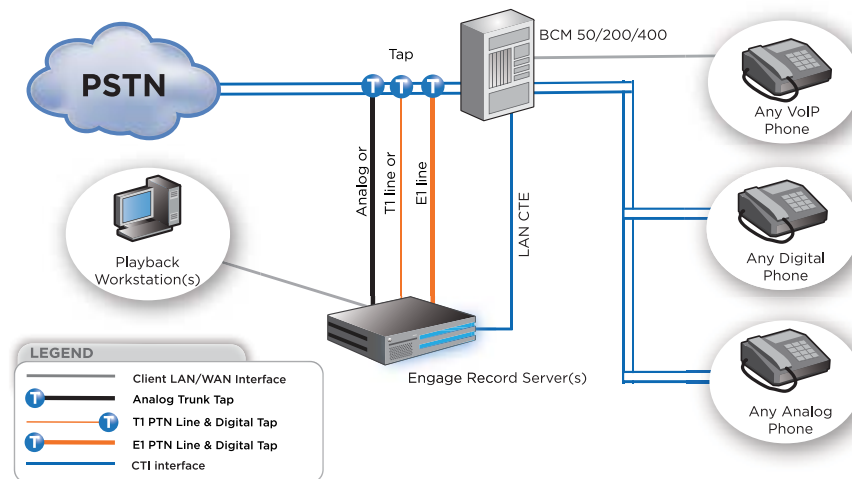
Network Architecture Details

Port Spanning

If all phones to be recorded are VoIP phones, Engage Record captures audio conversations through the use of port spanning or mirroring. Using the LAN CTE connection, the Engage Server can interface with Avaya BCM to obtain call event data such as call start, call end, hold, conference, etc. The Agent ID cannot be captured instead it is populated by the DN. Each DN should be associated with one agent.



Trunk Tap



If your Avaya BCM environment is recording digital phones, the only recording method is via a trunk tap. The recording server can use a T1 PRI, an E1 PRI, and/or an analog trunk tap with LAN CTE integration. Engage Record records all calls from digital phones, IP phones and analog phones connected to the BCM with this method.

Available Softkey Features

With BCM 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:

- **Windows Server 2008 (32 bit or R2)** operating system is supported without limitation. **Windows Server 2012 is not supported** on Avaya BCM integrated recording systems due to an unavailable LAN CTE driver. **Windows 7 or XP (32 or 64 bit)** operating system supports up to 250 stations.
- **Microsoft SQL Server 2012 or 2008** database applications are 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.

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.

Avaya BCM System Requirements:

- **Avaya BCM 50/450 version 1.0 and higher, Avaya BCM 200/400 version 3.7 and higher**, which provides a central gateway compatible with the Engage Suite Server.
- **LAN CTE license** to fully capture call data and events.

Port Spanning

- Avaya or heritage Nortel **IP Phones only**
- **Two (2) NIC ports** are recommended to separate the voice network from the data network.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.

Digital Trunk Tap

- Avaya or heritage Nortel **digital, IP and analog phones**.
- A full-length, full-height **PCI or PCI Express Tap Card**.

NOTE: PRI line TAPs must be within 100 feet of the Engage Server and analog and radio line TAPs must be within 500 feet of the Engage Server.



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