



AVAYA IP OFFICE 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.

- IP Office Control Unit - Release 4.2 to 9.0
- Avaya IP Office Contact Center
- Avaya Contact Center Select
- IP Office Soft phones (Digital Trunk recording only)
- IP406v2
- IP412
- IP500
- IP500v2
- TAPI interface
- Trunk tap recording - Analog & digital T1/E1-PRI
- 4600 series IP phones
- 6400 series digital phones
- 6402D digital phones
- 9600 series IP phones
- Analog phones

SUPPORTED INTEGRATIONS

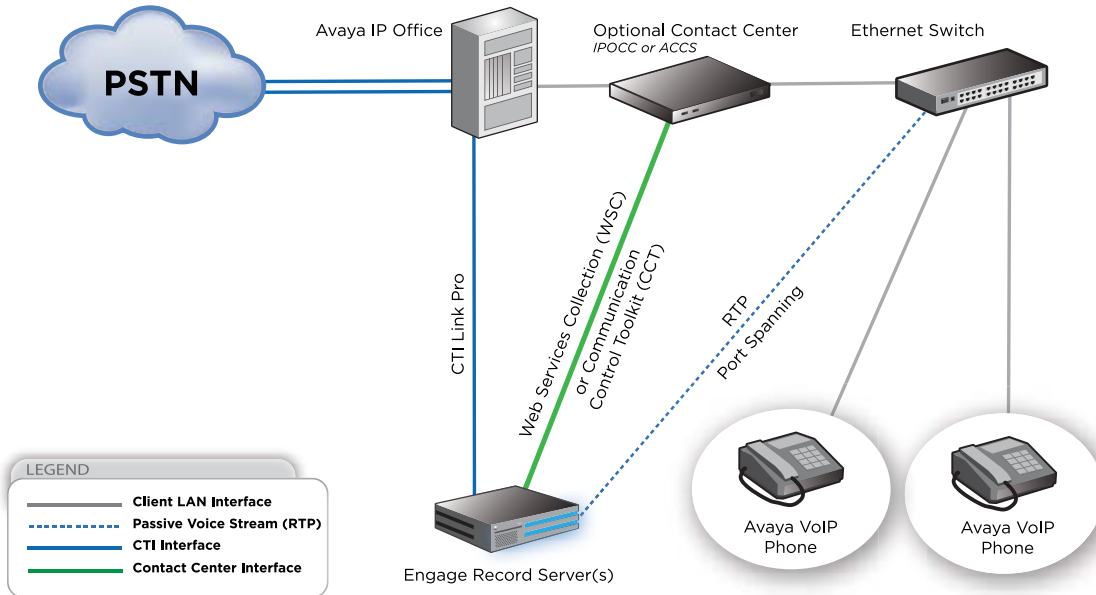


DEVCONNECT
TECHNOLOGY PARTNER

Network Architecture Details

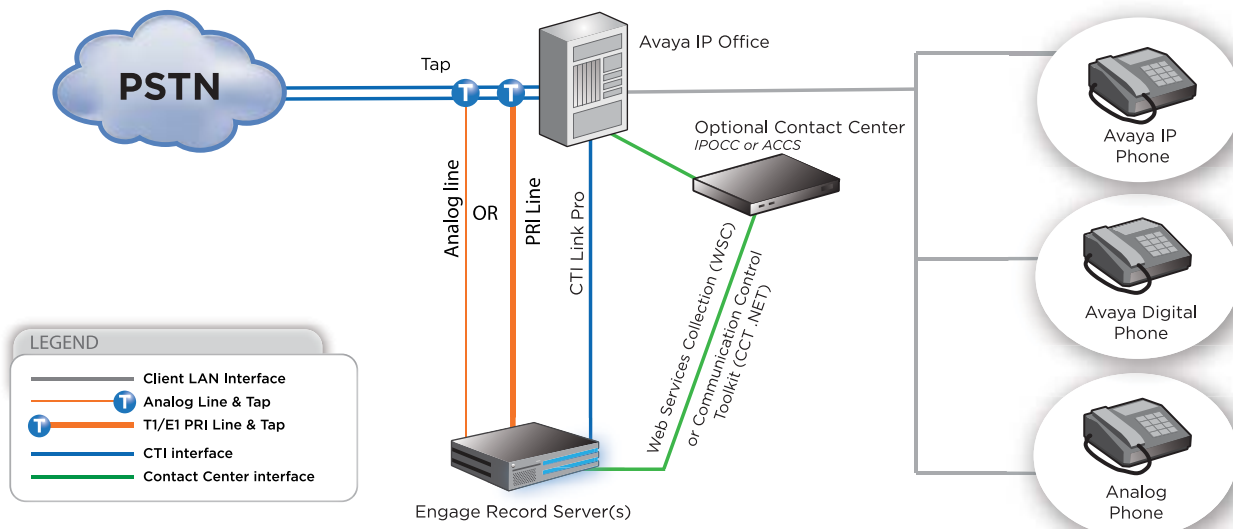
Port Spanning

If all phones to be recorded are VoIP phones, Engage Record captures audio conversations through the use of port spanning or mirroring. Using the CTI Link Pro connection, the Engage Server can interface with Avaya IP Office through the CTI Link Pro interface to obtain call event data such as call start, call end, hold, conference, etc. Engage supports IP Office Contact Center and Avaya Contact Center Select to collect agent ID information and skillset.



Trunk Tap

If your Avaya IP Office environment utilizes 2-wire phones, the best recording method is via a digital trunk tap. The recording server can use a T1 PRI, an E1 PRI, or an analog trunk tap with CTI Link Pro integration. Engage Record records all calls from IP Office Softphones, Avaya digital phones, heritage Nortel IP phones and analog phones connected to IP Office with this method. Engage supports IP Office Contact Center and Avaya Contact Center Select to collect agent ID information and skillset.



DETAILS

Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** operating system on Engage is supported. Windows Server 2012 on Engage requires Avaya IPO 9.0 or higher when using CTI Link Pro software supplied by Avaya.
- **Microsoft SQL Server 2012 or 2008** database applications are 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.

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 IP Integration Requirements:

- **Avaya IP Office version 4.2 to 9.0 and future releases**, which provides a central gateway compatible with the Engage Suite Server.
- **CTI Link Pro license** to fully capture call data and events.
- Avaya **IP Office Contact Center (IPOCC)** and Avaya **Contact Center Control Manager (ACCM)** are supported but not required.

Port Spanning

- **Supported: Avaya IP phones and heritage Nortel IP Phones.**
- **Not Supported:** IP Office softphones.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.

Digital Trunk Tap

- **IP Office Softphones, Avaya digital phones, heritage Nortel IP Phones** 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. Service interruptions caused by installing the TAP must be considered to limit any end user downtime.



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