

IP Office Contact Store – Call Recording

Voice Mail Pro – Recording Services

Voice Mail Pro also offers the ability to record calls for a variety of applications, such as for training purposes or to monitor abusive callers. Recording can be initiated manually by agents or automatically. Recorded conversations can be later recalled in the same manner as Voice Mail messages.

Automatic recordings can be set via the IP Office Manager for a selection/all calls based upon a variety of criteria such as dialed number, caller's CLI/ANI, agent extension number, inbound/outbound, account code, time of day, etc. For storage considerations, 1 minute of recording time is approximately 1MB of data on the target drive.

Manual recordings can be invoked by Phone Manager, the 'record' soft key on the display terminals or by placing the call on hold and invoking a short code.

Note: Recording services is not suitable for applications where recording is a legal requirement.

Contact Store – Search and Replay Services

The standard Call Recording facilities provided with IP Office and Voice Mail Pro can be extended further by using IP Office Contact Store. IP Office Contact Store complements the voice recording capabilities; it stores and catalogs the recordings so that they are easily accessible for later retrieval. Any recordings that you instruct Voice Mail Pro to "send to the Voice Recording Library" are placed in a database.

IP Office Contact Store is provided with the Voice Mail Pro software CD set and has a built-in 45-day trial license. A fully featured IP Office Contact Store system can be installed and used for 45 days from the creation of the first recording. After this time the system will stop taking recordings until a license is purchased and installed onto the IP Office.

IP Office Contact Store has a number of components, these are:

- An MSDE database into which details of all recorded calls are inserted.
- A browser-based call search and replay application.
- A browser-based system configuration and status monitoring application.
- Disk space management - Oldest recordings are automatically deleted as needed.
- Optional archive management - Recordings are automatically written to a DVD +RW drive.

To allow you to search for calls easily, the details of the recordings are stored within a MSDE database. It contains one record for each call recorded and additional records for each party on the call and the owner of the call. The information that is held for any recording is:

- A unique reference for the recording
- The start date and time
- The duration of the recording
- The name and number of the parties on the call—where this was available to IP Office (through ANI, CLI or DNIS) at the time of the call.
- The direction of the call (incoming, outgoing, or internal)
- The owner of the call recording

- The target or dialed number, which may be different from the number that actually took the call.

Recordings within IP Office Contact Store are stored as .WAV files. IP Office Contact Store uses the G.726 16kbps ADPCM compression standard, which provides the best compromise between storage capacity and CPU loading. IP Office Contact Store is designed to perform compression as a background task, which does not impact the systems ability to record, search or play other calls. It takes approximately 1 minute to compress a two hour recording. The compressed recordings are stored as 16kbps G.726 format, storage requirements are therefore 8MBs per hour of recording.

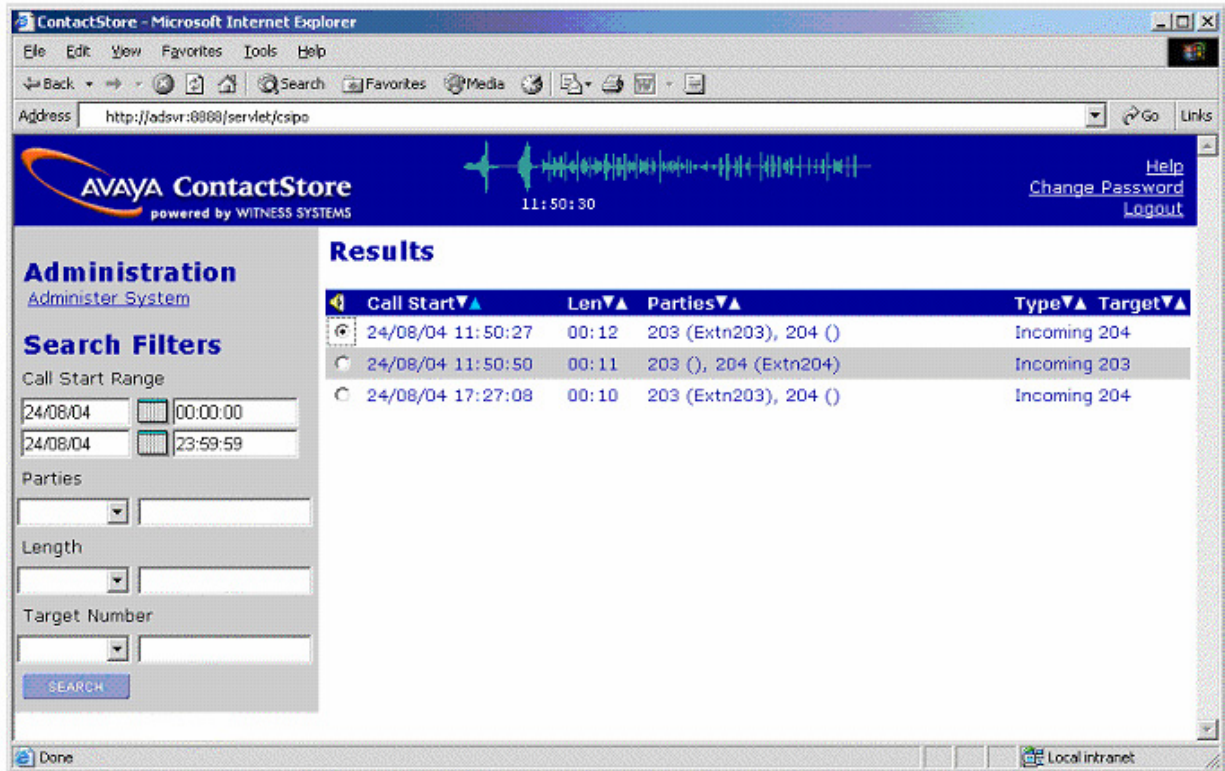
The IP Office Contact Store suite can be installed onto the same server as Voice Mail Pro but must be loaded onto a separate partition. Alternatively, IP Office Contact Store can be installed on a separate drive within the same server or on a separate server. The minimum PC specification when Voice Mail Pro and IP Office Contact Store are installed on the same server is detailed in the Voice Mail System requirements.

IP Office Contact Store stores recorded calls with certain security in place. Access to recordings is strictly controlled according to the security constraints configured within the System Administration pages. Each recording has an owner; the call owner is the number of the station that recorded the call. You can specify to which stations each user has replay rights; the user can search for and replay all calls "owned" by those stations. Typically an individual may be given rights to replay calls owned by their station number while managers may have rights to the station numbers of all of their staff.

Any hard disk has limited storage capabilities. Once the available hard disk space is used, older recordings will be deleted, overwritten by newer recordings. To keep copies of recordings or to protect the recordings in the event of failure/theft/destruction of the hard disk on the recorder or to provide longer-term archive and replay capability, you can use a DVD +RW drive within the IP Office Contact Store server. With a DVD +RW drive installed in the Contact Store server, calls can be automatically archived. IP Office Contact Store requires the Nero DVD tools to write to the DVD drive. You must therefore use a drive that is supported by Nero. If Nero is not bundled with your DVD drive, you must install it separately. Single-sided 4.7GB DVD +RW media are supported.

The system will automatically generate alarms showing system warnings. Alarms are logged to IP Office Contact Store's database and held for a month before being purged. The administrator can define specific Email addresses for alarms to be automatically forwarded to. The email recipient could be a local system administrator, a manned help-desk and/or suppliers' support desks if you have a support agreement that includes this facility.

The system sends an email message each time an alarm occurs or is cleared. It also sends an email once per day as a "heartbeat" to let you know it is still operating. Failure to receive the daily heartbeat message should be investigated; it could indicate that the server has failed.



IP Office Contact Store allows replay of recordings by means of a browser-based application that is accessible with Internet Explorer (IE) V5.0 and higher. The Search and Replay facilities include the following features:

- Personal security restrictions. The restrictions are applied as you log into the web server.
- Criteria-based search filter fields to perform specific searches.
- Replay controls. Use the replay controls to start, stop, pause, skip forward, skip backward, or to export the recording to a readily playable .wav file.
- Audio wave form display. The waveform presents a graphic representation of the audio content of the call. Use the waveform to avoid replaying static or silences, and to move easily to specific portions of a call.

The Search and Replay screen, shown below, provides filter fields that you can use to search for calls:

AVAYA ContactStore
 powered by WITNESS SYSTEMS

11:50:30

[Help](#)
[Change Password](#)
[Logout](#)

Administration

[Administer System](#)

Search Filters

Call Start Range

Parties

Length

Target Number

Results

| Call Start | Len | Parties | Type | Target |
|-------------------|-------|-----------------------|----------|--------|
| 24/08/04 11:50:27 | 00:12 | 203 (Extn203), 204 () | Incoming | 204 |
| 24/08/04 11:50:50 | 00:11 | 203 (), 204 (Extn204) | Incoming | 203 |
| 24/08/04 17:27:08 | 00:10 | 203 (Extn203), 204 () | Incoming | 204 |

Done Local intranet