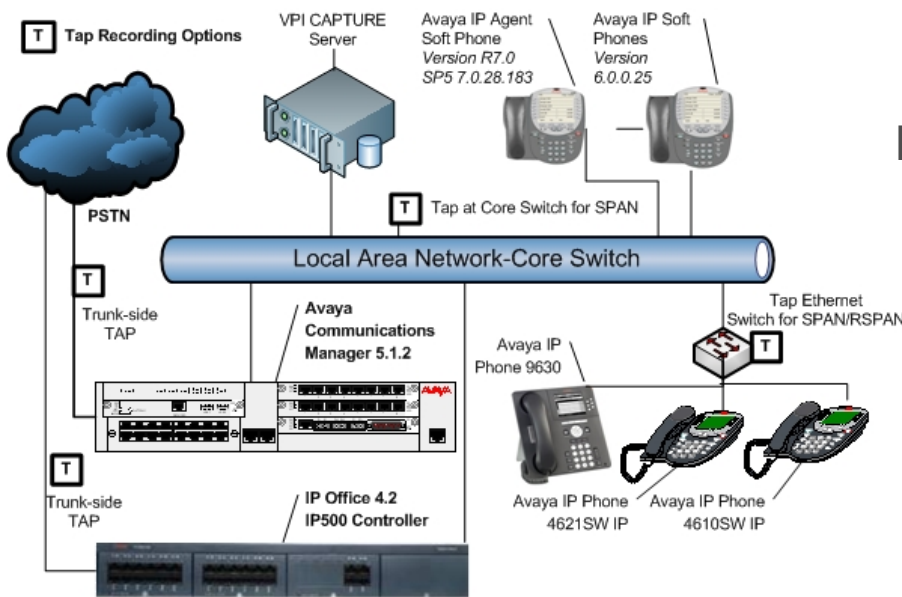




# VoIP Call Audio and Data Interaction Recording



## VPI CAPTURE™ Passive Span Recording for Avaya®

Communication Manager 5.0, 5.1.X  
8000 Series Passive SPAN  
and IP Office 4.0, 4.1, 4.2

IP Recording via H.323 Protocol

Cost Effective Alternative  
Avaya AES Server and/or  
DMCC/TSAPI licensing not required

CTI / D-channel Decoding-based  
Collection of Call Attributes

Single or Multi-site Configurations

Through collaboration with Avaya via the gold-level membership in Avaya DevConnect Program, VPI ensures that organizations are able to effectively capture, evaluate, analyze and improve multimedia interactions in Avaya Communication Manager 5.0/5.1, Avaya IP Office 4.0, 4.1, 4.2 and other Avaya IP environments. Our Avaya H.323 recording solution is a cost-effective alternative to recording via DMCC/TSAPI connection. VPI supports either option and affords organizations the flexibility to transition from one to another within the same recording platform, in order to adapt to changing needs and requirements.

When configured for the Avaya H.323 option, VPI CAPTURE performs recording of VoIP calls by collecting the Real-time Transport Protocol (RTP) voice packets bound for the agents' IP telephones or softphones. The Ethernet switch ports connected to the IP telephones or softphones are mirrored to a Switched Port Analyzer (SPAN) port, which is connected to an advanced network interface card on the VPI CAPTURE server. Tap options include: (1) SPAN Core Switch, (2) SPAN switch off Core Switch, or (3) Trunkside Tap. This solution ensures reliable voice recording for quality assurance, compliance and other mission-critical initiatives.

### Advantages at a Glance

- Cost Effectively Capture and Record Audio Using SPAN interface in Avaya ACM 5.0.X, 5.1.X and Avaya IP Office 4.0, 4.1, 4.2 platforms
- Supports Agent ID tracking via VP-Login, for proper association of agent calls to quality assurance evaluation forms when VPI QUALITY assessment module is implemented
- Advantageous for hybrid or transitional environments – Supports Avaya ACM 5.0.X, 5.1.X, analog, digital and IP recording in a single server solution up to 192 channels of any combination.

#### Supported Recording Scenarios

- Simple Call
- Call Transfer
- Live Monitoring
- Instant Recall
- Fixed Seating
- On-hold recording

#### Supported Recording Modes and Retention

- 100% Full Time Recording
- Configurable Selective Retention of Recordings

## Solution Advantages

### All-in-One Solution

All-in-one solution for recording IP, digital and analog (VOX) in one server up to 192 channels in any combination.

### Open, Standardized File Formats

The application supports standard codec implementations, thereby allowing for unified file formats for hybrid or transitional call recording implementations, involving both, TDM and VoIP communications.

### Avaya Communication Manager Platforms Supported

ACM 5.0, ACM 5.1, ACM 5.1.1, ACM 5.1.2

### Avaya Phone Models Supported

9630, 9640, 9640G, 9650, 4621SW IP, 4610SW IP, IP Agent Softphone

## Customer Requirements

- Client Ethernet Switching Environment must support SPAN and/or RSPAN and provide necessary number of SPAN ports based on design and SPAN traffic being tapped to meet all call recording requirements.
- Audio Codes IPX Card: 192 channel count capacity per server.
- For fixed seating environments: primary IP extension on phone must be associated with the IP phone's MAC address.
- For free seating environments: VP-Login is a requirement to support desk sharing (DESKLOCATION).
- For ACD environments: customer must provide ACD Agent ID's, primary phone extension that will be recorded, and agent names for pre-installation setup.

## Notes

- VP-Login required to support free-seating environments.
- A single agent, using a single extension, at a single desk can be supported without VP-Login (fixed seating).
- Suitable for Avaya environments that do not have an AES infrastructure.
- VPI's Quality Management and Screen Recording applications are supported only if all requirements are met.
- A call placed by an agent, when that agent has a caller on hold, will be recorded in the same call.
- Multiline phones can be recorded but all recordings will be associated to the primary extension of the phone.

Each VPI CAPTURE server can scale to support up to 192 endpoints. Additional recording channel capacity is achieved by multi-server networked solution. Final recording capacity can be scaled to several thousands of channels. As additional recording servers are added to the environment to support a growing channel count, it may become necessary to add an additional server for V-Portal support. V-Portal is the centralized application server that allows end users to seamlessly search and playback calls from any recording server from a single UI. As more and more users (search and playback activity) and more and more records (recorded interactions) are impacting the centralized V-Portal server, VPI recommends separating out the database from the application server and placing these components on separate servers.

## Additional Call Recording Integrations for Avaya

- Avaya Compliant-Tested Integration with Avaya Communication Manager (ACM) 5.0, 5.1.X, 4.X, 3.X and Application Enablement Services R4.2



## About VPI

VPI (Voice Print International, Inc.), an award-winning Avaya DevConnect partner since 2002, is the premier innovator and provider of integrated call recording and quality management solutions for contact centers, government agencies and first responders. VPI's award-winning solutions help over 1,300 organizations worldwide improve workforce performance, build customer loyalty, minimize risk and ensure compliance. For more information, visit [www.VPI-corp.com](http://www.VPI-corp.com) or call (800) 200-5430.



\*Some features and applications mentioned may require a future release and are not available in the initial release. Future product releases and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software. All products and services mentioned are the trademarks, service marks, registered marks or registered service marks of their respective owners.