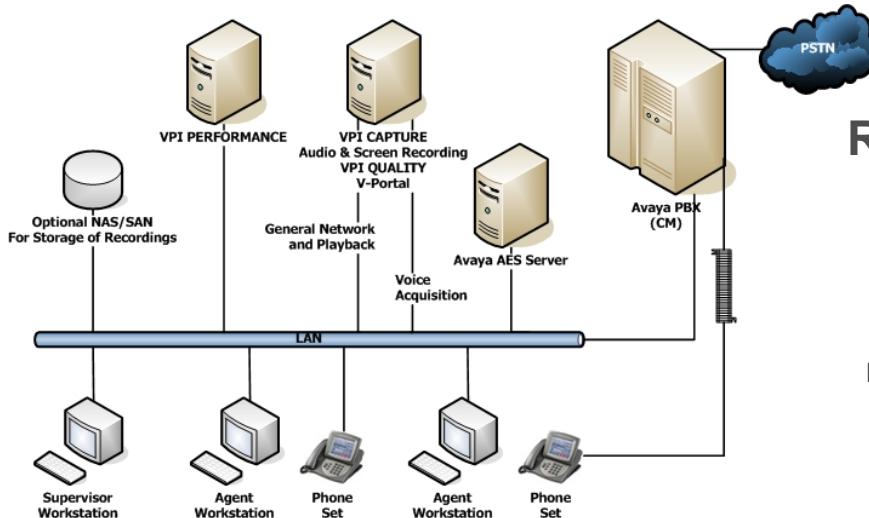




Advanced Call Audio and Data Interaction Recording



VPI CAPTURE™ TSAPI/DMCC Recording for Avaya®

Avaya Compliant-Tested
Integration with
Avaya Aura Communication Manager
5.2, 5.1.X, 4.X, , and Aura Application
Enablement Services R5.2, 4.2.X, 4.1.X

VPI, an award-winning Avaya DevConnect Gold Partner, has developed the most advanced recording solution available today – VPI CAPTURE. Through collaboration with Avaya, VPI ensures that organizations are able to effectively leverage recording solutions to capture, evaluate, analyze and improve multimedia interactions over converging networks. VPI CAPTURE leverages open architecture and is platform independent to integrate seamlessly into your evolving infrastructure.

Solution Architecture

Recording Incoming and Outgoing Interactions

Developed to suit all your recording needs, including high volume recording, VPI CAPTURE has been certified in Avaya Labs to reliably record interactions at 10,000 BHCC (Busy Hour Call Completions). VPI CAPTURE utilizes Avaya Application Enablement Services (AES) and Media Control Services softphones (or virtual stations) to record VoIP interactions. Avaya AES provides connectivity between and communicates with the VPI CAPTURE recording solution and the Communication Manager., which resides on an Avaya Media Server. Utilizing an advanced, standards-based XML programming interface with this connector server, VPI CAPTURE takes advantage of the rich feature set of Avaya Communication Manager software and leverages TSAPI to receive additional telephony data attributes including UCID, VDN, DNIS, ANI, etc. The VPI CAPTURE server creates an AES virtual station per each recorded telephone user. The recorded telephone instrument can be either a digital telephone, analog telephone and/or IP hard or softphone using road warrior or telecommuter modes. The VPI CAPTURE server monitors AES events on the telephone or extension to begin and end recordings. It records the audio from the desired extensions by using step conference. VPI CAPTURE captures the audio via Soft RTP (Real-Time Transport Protocol) packets from the virtual softphone and then compresses it into an industry-standard GSM compressed WAV file format. In this manner, all incoming and outgoing calls and associated telephony data are captured and recorded.

Recording Home Agent Interactions

VPI CAPTURE records off-site IP softphone calls made via the Road Warrior mode on the trunk-side, in conjunction with a CTI interface to ensure that only the Road Warrior interactions are recorded. This relatively simple measure enables you to avoid the unnecessary implementation of extensive recording resources for all other trunk-side traffic, which is already being captured by VPI CAPTURE.

Significant Advantages

Easily Migrate from Traditional to VoIP Telephony Recording

With VPI CAPTURE's extreme flexibility, you can count on seamless integration and simple migration to emerging VoIP technologies. VPI enables you to grow and adapt on your own terms by easily and reliably recording audio from most traditional circuit-switched and new VoIP PBXs/ACDs in the same system – preserving your investment. Unlike other

offerings that require a complete system change-out to migrate from recording in a traditional telephony environment to recording in a VoIP environment (i.e. different software, different hardware etc.), with VPI CAPTURE, simply change the voice interface boards in the server.

Minimize Impact on Precious Network Resources

VPI CAPTURE leverages Avaya's Telephony Services Application Programming Interface (TSAPI) interface to record all VoIP traffic, including SPAN and RSPAN, with very little impact on your network resources. This is the first solution to make true video quality screen recording in a VoIP environment a reality without compromising the quality of video recording or impacting network performance. Unlike other technologies that constantly stream data over the network, file transfer of screen recordings originally captured at local PC workstations can be either continuous upon conclusion of every recording session or via scheduled bursts after hours, when the network is less busy.

Capture All Audio in Standard GSM File Format

VPI CAPTURE's unique interface has the ability to perform transcoding on the fly, normalizing and compressing all audio (including G.711, G.723.1, G.729A, etc.) into industry standard, non-proprietary GSM file format regardless of audio sources. This allows for simple, centralized storage and playback using any standard media player (does not require CODECS to be installed on the PC prior to playback).



Software Specifications

Configuration

- 16 to 192 channels (ports) per server, and can be networked to up to unlimited channels

Operating System Support

- Server - Windows™ 2000 and 2003
- Client - Windows™ XP and ME

Playback Client Software Specifications

- Windows™ XP SP3, Microsoft Vista Business and Ultimate 32 or 64 bit version (audio recording only)
- Minimum PC hardware requirements are Intel® Pentium III 1 GHz, 1GB RAM; 2GB RAM recommended, Minimum 5GB available disk space
- Web Browsers Supported: Microsoft Internet Explorer 7 and 8

Client Server Protocols

- TCP/IP • IPX-SPX • NetBeui • RAS • Windows Sockets Standard

Audio Recording

- Host-based record/play, WAV format (G.711, G.726, MS-GSM)
- Playback speed control with pitch correction
- Record/play via standard HTTP Web interface

Audio Processing

- G.711, G.723.1, G.729A, G.726/G.727, NetCoder®
- Voice Activity Detection (VAD) and CNG
- Echo Cancellation: G.168 compliant 32, 64 msec echo tail;
- 128 msec tail available with reduced channel capacity
- Trans-coding of G.711 RTP to any Low Bit Rate Coder RTP stream
- Gain Control: Automatic (AGC) or Programmable

Signaling

- Ability to decode multiple VoIP protocols such as H.323, SIP, and Avaya's H.323

Physical Interfaces

- TDM Interfaces - MVIP, SCbus, H.100
- Telephony - 120 Ohm - RJ48C connectors
- Ethernet - RJ-45

Playback Output

- Speakers - Multimedia PC Speakers
- Headphone Jack - 1/8" Headphone jack
- Remote - 600 ohms nominal

Security

- Multiple secure login levels. End-to-End and AES 256 File Encryption. Complete audit trail reporting of activities, i.e., login attempts, call searches, etc.

Alarms, Remote and On-site Diagnostics, and Reports

- Event Center Leverages Standard Network Monitoring Services to Support Windows™ Performance/Event Monitor, HP™ Openview, Tivol™, etc.
- Alarms generated locally or via the LAN, can be dialed out to pagers, E-Mailed, or provided audibly to fixed or cellular telephones. Audit trails, call usage, login/logout, call search and much more.

Customer Requirements

VPI CAPTURE Hardware (VPI or customer provided)

- VPI CAPTURE voice server

AES 4.2, 5.2 and Higher License Requirements

Licensing Requirements for AES 4.2 and 5.2 with Avaya Communication Manager 5.1 or Higher:

- Qty (1) AES CMAPIDMCC License per extension* (If using AE Services Release 4.2 with CM Release 5.1 or 5.2, the DMCC license can be used in place of IP_IP_A. The IP_API_A is required if AE Services Release 4.2 does not have a DMCC license or if it is being used with CM 5.0 or lower)
- Qty (2) AES TSAPI Basic Licenses per recorded extension
- Qty (1) AES TSAPI Basic License per recorded hunt group

Licensing Requirements for AES 4.2 with Avaya Communication Manager 5.0 or Lower:

- Qty (1) AES CMAPIDMCC License per extension*
- Qty (2) AES TSAPI Basic Licenses per recorded extension
- Qty.(-1) AES TSAPI Basic License per recorded hunt group

Licensing requirements for AES 5.2 with Avaya Communication Manager CM 5.1, CM 5.2 or higher:

- Qty (1) License per recorded extension:
 - o DMCC Full Software License AES 5.x (Includes Station License) [227606]
- Qty (2) License per recorded extension:
 - o AES TSAPI Basic License 5.2 [227571]
- One(1) each License per Hunt Group:
 - o AES TSAPI Basic License 5.2 [227571]

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 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.