



CISCO 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.
- SRV protocol support for dynamic fault tolerance.

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.

- Unified CallManager
- Unified Communications Manager
- Unified Communications Manager Business Edition
- Unified Communications Manager Express
- Unified Communications 500 Series
- Unified Contact Center Enterprise
- Unified Contact Center Express
- All IP Endpoints that support Built-In-Bridge Recording
- Attendant Console Softphones

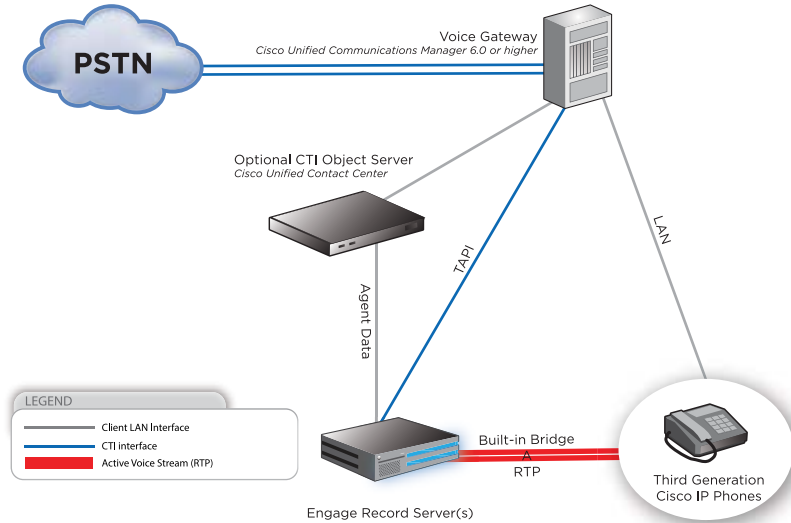
SUPPORTED INTEGRATIONS



Network Architecture Details

When recording phones in a Cisco environment, Engage Record can interface to the Cisco PBX in one of three recording methods:

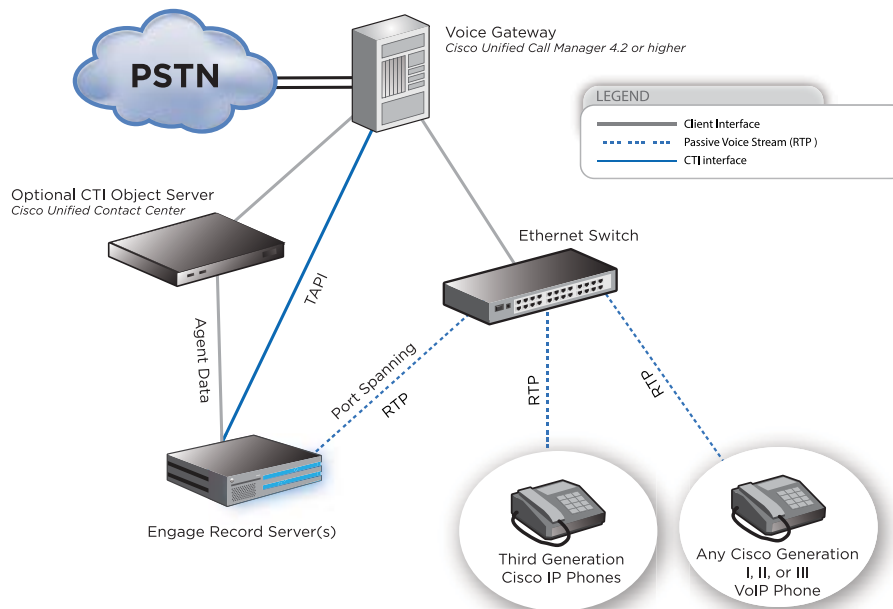
Cisco Built-in-Bridge with TAPI



Engage records Cisco UCM endpoints using built-in-bridge for RTP with TAPI for call events. When a recording session is invoked automatically or selectively, Cisco Unified Communications Manager 6.0 and later delivers dual media streams to the recording server through a Session Initiation Protocol (SIP) Trunk set up between Cisco Unified Communications Manager and the recording server. This feature is supported on all third-generation and later Cisco Unified IP phones. The Cisco TAPI Service Provider (TSP) obtains all call event data such as call start, call end, dialed digits, etc.

Port Spanning with TAPI

All phones to be recorded are “spanned” to a single contact point on the network where the Engage Record Server connects. A second NIC in the Engage Record Server is connected to the Cisco TAPI for call detail information.

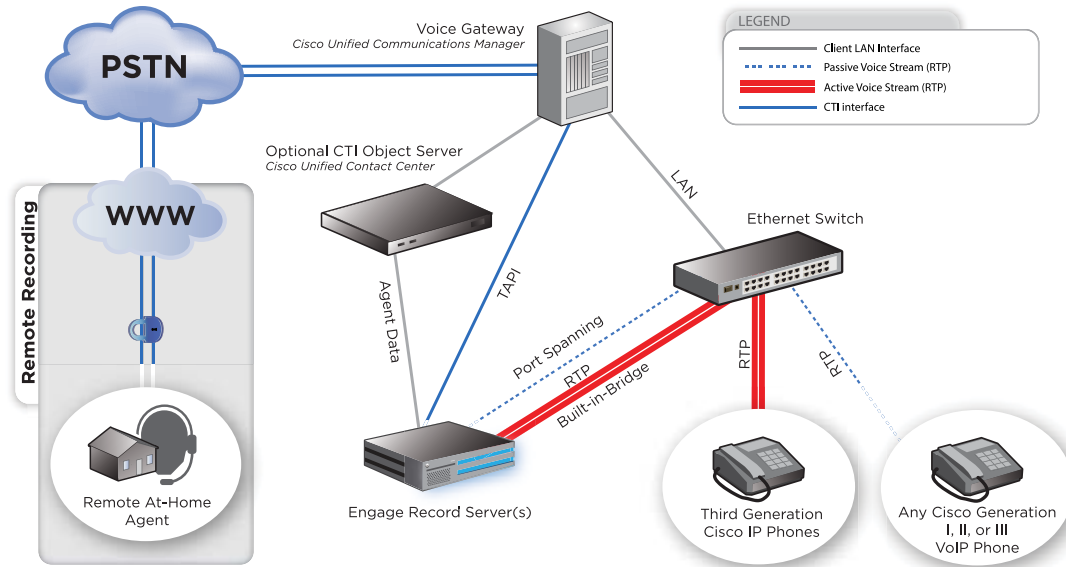


SCCP/SIP Native Protocol Snooping with Spanning

Should the TAPI be unavailable in your environment, all telephone packets can be spanned to capture voice and signaling information using the SCCP (skinny) or SIP protocols and no TAPI interface is required. The signaling is decoded by the Engage Record Server to determine call details. This method is unable to record Cisco Extension Mobility users.

Mixed IP Phones on the Same Server

Any IP phones that are supported by the IP Communications Platform can be recorded. Some do not support Active Recording and must be spanned to be recorded. Since both are subject to the event received on the Cisco TAPI, they can both be recorded on the same Engage Record Server including phones using different codecs.



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.

With CUCM Release 7.5 and above, Cisco provides an encrypted stream for Engage Suite to record using the Active Recording method.

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.

Cisco Extension Mobility

Cisco users are allowed to temporarily access their phone configurations on any networked Cisco Unified IP phone through the Cisco Extension Mobility feature. With their mobility user name and password, their phone settings will be transferred to the new phone.

Engage Record supports the Cisco Extension Mobility feature as long as a TAPI connection is available.

To record the calls of Cisco Extension Mobility users, mobility user IDs will need to be setup on the Engage Server. Once setup, a mobility user can log a call from a different extension and that call will automatically record. Call recordings then can be searched in the Engage Record Interface by the mobility user ID.

Available Softkey Features

OnDemand Desktop Client keys (Record, Conversation Save and Delete) come standard.

To have these OnDemand keys available as a push button on the phone, an Optional Cisco XML server is required. Up to three functions can be push button activated on a per phone basis. These include:

- **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.

DETAILS

Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** operating system on Engage is supported. A 64-bit server can be used if the Cisco Unified Communications Manager is Release 8.6 or higher. A Windows Server 2012 can be used if the Cisco Unified Communications Manager is Release 10 or higher and a 2012 R2 server requires Cisco Unified Communications Manager Release 10.5 or higher.
- **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.

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 Cisco can record multiple voice technologies or platforms on a single server simultaneously.

Cisco System Requirements:

- The same **Cisco TAPI Service Provider (TSP)** version installed on the Engage Suite Server as on the Cisco platform. Cisco upgrades may require Engage upgrades.
- Contact Center CTI Object Servers are supported. The **Unified Contact Center Enterprise (UCCE)** integrations include agent ID, skillset and ICM variables. **Unified Contact Center Express (UCCX)** integrations include agent ID only.
- Optional **Cisco XML server** if OnDemand Phone Softkeys are desired. All configurations come with OnDemand Desktop Client.

Built-In-Bridge (No Ports Spanning Required):

- **Limited Cisco Endpoints** are supported. Devices must support Built-In-Bridge recording. Contact TelStrat for more information.
- Cisco **Unified Communications Manager 6.0 to 10.5** or Cisco **Unified Communications Manager Business Edition 6.1 to 9.1** and future releases.
- **Encrypted VoIP Traffic** recordings supported on Cisco UCM 8.0 and higher.
- **Two (2) NIC ports** are recommended to separate the voice network from the data network.

Port Spanning with TAPI:

- Any **Cisco VoIP** or remote phones.
- Cisco **Unified Call Manager 4.2 and higher**, Cisco **Unified Communications Manager 6.0 to 10.5**, or Cisco **Unified Communications Manager Business Edition 6.1 to 9.1** and future releases.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- **Three (3) NIC ports** are recommended on the Engage Server to separate data traffic, voice CTI traffic, and spanned voice traffic.

SCCP/SIP Native Protocol Snooping with Spanning (No TAPI):

- Cisco **Unified Communications Manager 4.2 to 10.5** and future releases.
- **Layer 2 Ethernet switch(es)** with switch port analyzer (SPAN) capabilities.
- **Two (2) NIC ports** are recommended on the Engage Server to separate the voice network from the spanned data network.



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