



# MICROSOFT® LYNC

## COMPATIBILITY GUIDE

TelStrat's Engage Contact Center Suite provides business and contact center users a truly active recording solution for Microsoft® Lync. Its affordable, flexible tools fill the 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:

- Multi-tenant capabilities for easy administration and centralized management of multiple tenants from a single logon.
- 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 deployments available.
- Cloud subscription deployment options include service providers' data center, TelStrat's data center, or hybrid on-premise/cloud

- Microsoft® Lync Server 2013
- Edge-based active recording
- IP phones, softphones and headsets Optimized for Microsoft® Lync
- PCs Optimized for Microsoft® Lync
- Meeting Room Devices Optimized for Microsoft® Lync such as IP conference phones, USB speakerphones, etc.

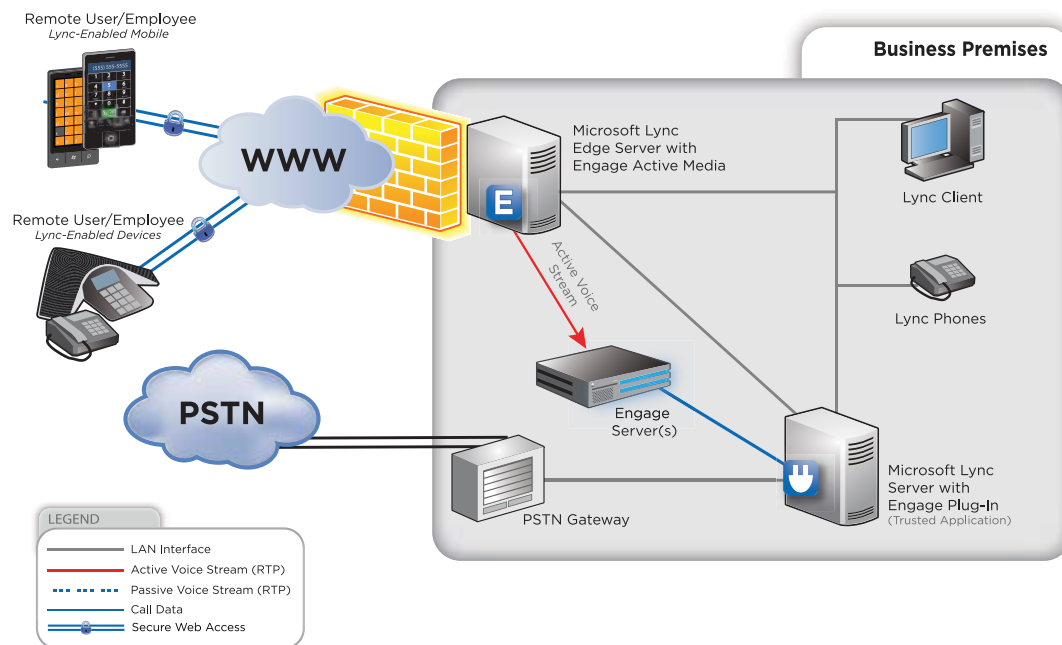
SUPPORTED INTEGRATIONS

## Network Architecture Details

Call information such as call start, call end, dialed digits, CLID, DN, etc. are captured by the Engage Plug-In. Engage Record registers with Microsoft® Lync as a trusted application in order to receive CTI events and decode encrypted Microsoft® RTAudio packets. Voice packets are captured using Edge-based active recording.

### Edge-Based Active Recording

All Microsoft® Lync endpoints whether internal or external can be recorded using an Engage plug-in installed on the Lync Front End server. This plug-in forces calls back to the Edge server so the audio packets can be recorded using the Engage Active Media plug-in installed on the Edge server(s). This supports recording Lync clients, Lync mobility clients, and Lync phones whether internal or external.



# DETAILS

## Engage Server Requirements:

- **Windows Server 2012, 2008 (32 bit or R2)** operating system on Engage is supported. There are no limitations for either version.
- **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.

## Microsoft Lync Integration Requirements:

- **Microsoft® Lync Server 2013\*** with included Engage plug-ins.
- Any **IP phones, headsets, PCs, conference room devices and other devices** Optimized for Microsoft® Lync.

## Edge-Based Recording:

- **Microsoft® Lync Edge Server 2013**
- If mobile phones will be recorded, a **HTTP Reverse Proxy Server** will be required by Microsoft.

Engage is custom-tailored for each Microsoft Lync deployment. On-site integration services are provided. With additional support for SIP, VoIP, TDM, analog, and radio voice technologies; customers migrating from other PBX platforms to Microsoft® Lync can record multiple voice technologies or platforms 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.



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