



RECORDING SOLUTIONS OVERVIEW
Integrating Compliance and Quality Recording





Agenda

- 1. Configurations**
- 2. Input Types**
- 3. Storage**
- 4. Software**
- 5. Optional Applications**
- 6. Summary**



1. Configurations

The CyberTech Recording Solution consists of:

An Input card



The Recording software



A Chassis

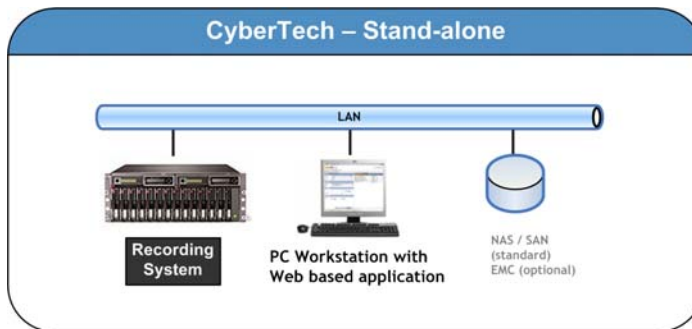




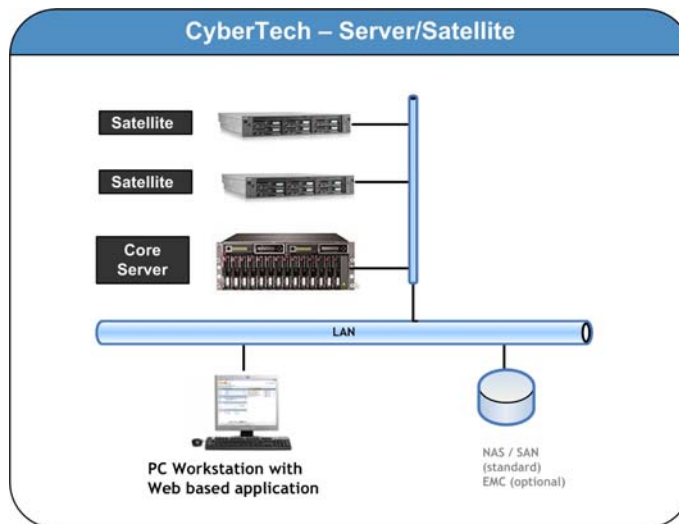
- Available in 2 versions: Myracle and Pro



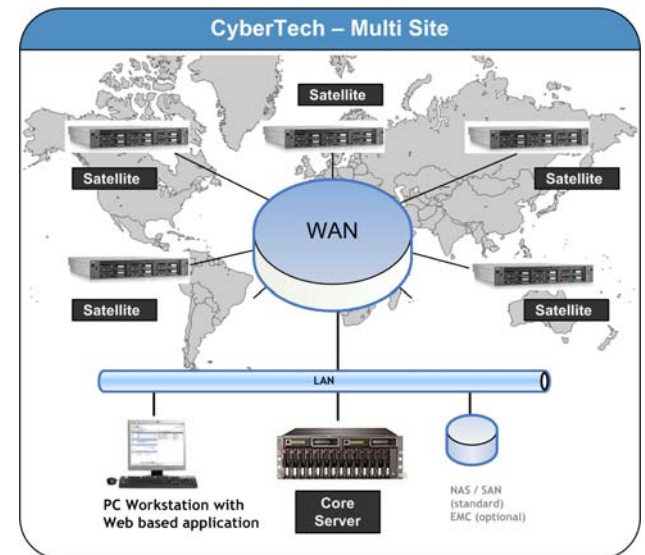
- Myracle for max. 64 channels, plug-and-play, turn-key solution, easy deployment
- Pro for larger installations, CTI integrations, active VoIP recording, screen recording
- Seamless upgrade path from Myracle to Pro or Digital to VoIP recording



Stand-alone for max. 240 channels



Core Server plus Satellites for easy expanding of channels



Multi-site with satellites in remote offices or branches



2. Input Types

The CyberTech Recording Solutions can capture different kinds of input:

- **Voice**
- **Data**
- **Screen**



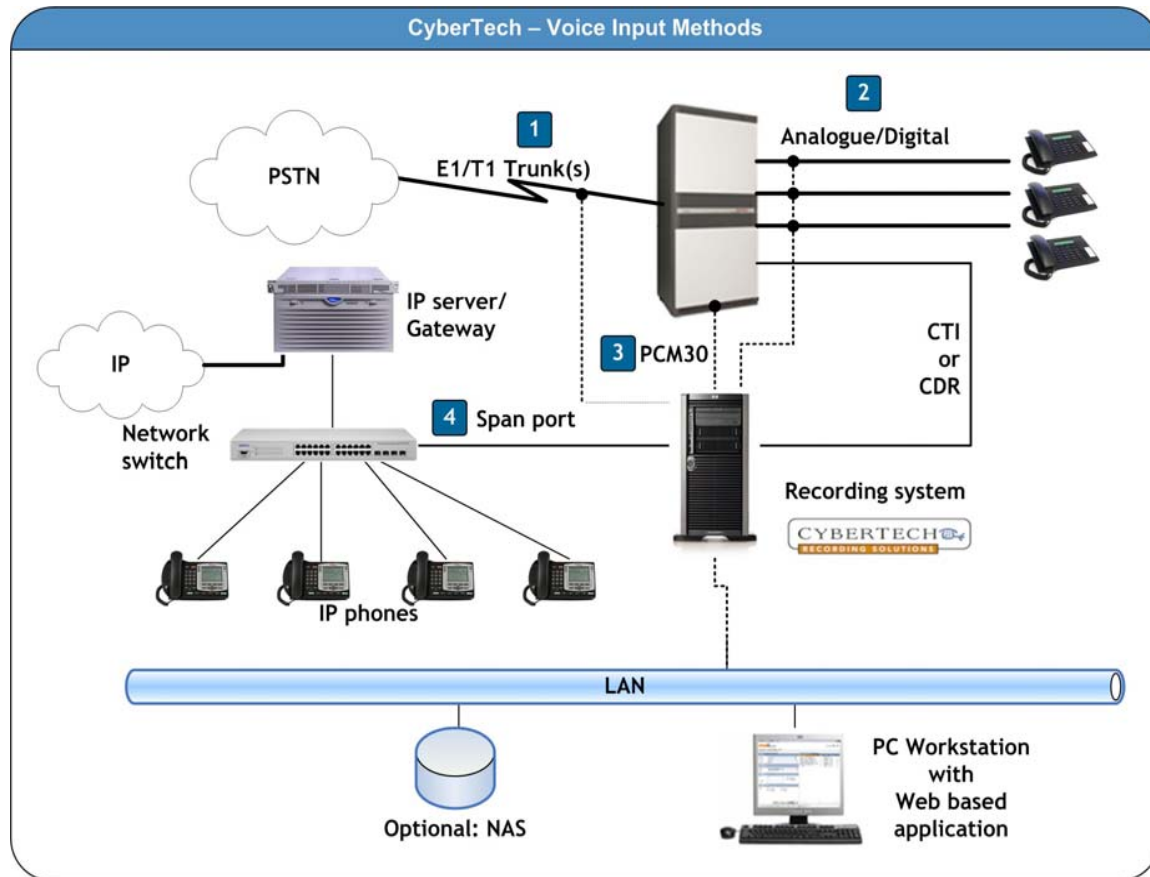
Voice input

The voice input is the most important input of the Recording Solution.

Four types of voice input are accepted:

1. Trunk (E1, T1, CAS, DPNSS, Q.SIG)
2. Analogue or Digital Extensions
3. PBX Recording Port (PCM30/PCM32)
4. Span Port (VoIP extensions, SIP)

Voice input





Data input

Next to the voice capture, additional call data can be captured in three ways:

1. From the D-channel of the line

Each firmware protocol converter is able to decode the available data (D-channel).

For instance: - external number

- username
- all info available on the phone display

Data input – D-channel capture

Supported Systems

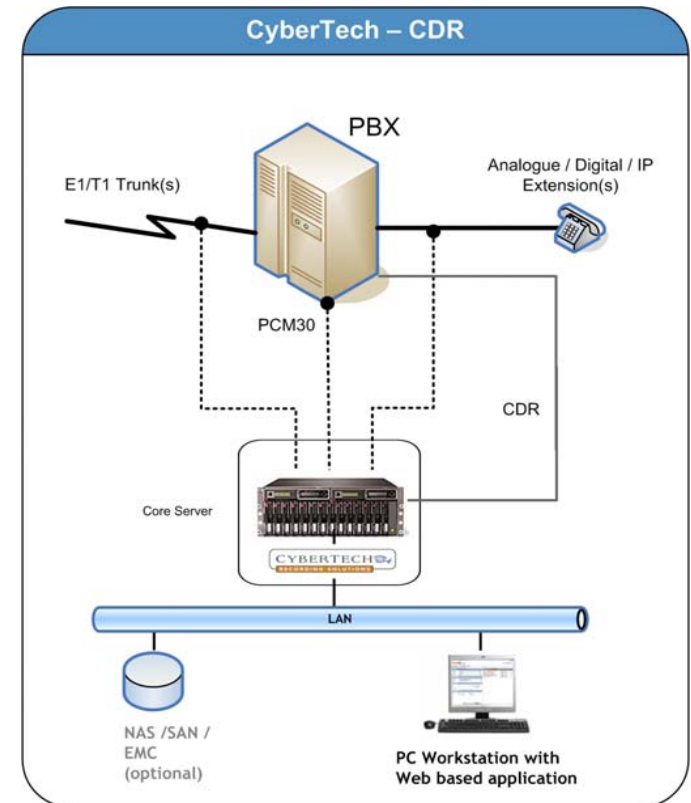
<u>Digital Parallel</u>			<u>VoIP</u>	<u>E1/T1 digital passive trunk</u>
- Alcatel OmniPCX	- Generic	- Realitis DX 4-wire	- Alcatel	E1 CCS Trunks
- Ascom Ascotel	- Goldstar	- Rockwell Spectrum	- Avaya	T1 CAS Trunks
- Aspect	- Intertel Axxess	- Selta	- Cisco	T1 CCS Trunks
- Avaya	- ISDN2 ETSI/1TR6	- Siemens	- Mitel	
- Bosch Integral	- LG Starex-VSP	- Tadicom Coral	- Nortel	
- DMS-100 (BRI)	- Nitsuko DX2E	- Toshiba Strata	- Siemens	
- Ericsson	- Nortel	<u>Digital Serial</u>	- Ericsson	
- Fujitsu Coral	- Panasonic KX-TD	- Avaya Index (SDX)	- Selta	
	- Philips/NEC	- Mitel X200/SX2000		

The complete list of supported telecommunication platforms for D-channel capture can be found on <http://www.cybertechint.com/10272/1/connectivity.html>.

Data input - CDR

2. From a CDR output of the PBX

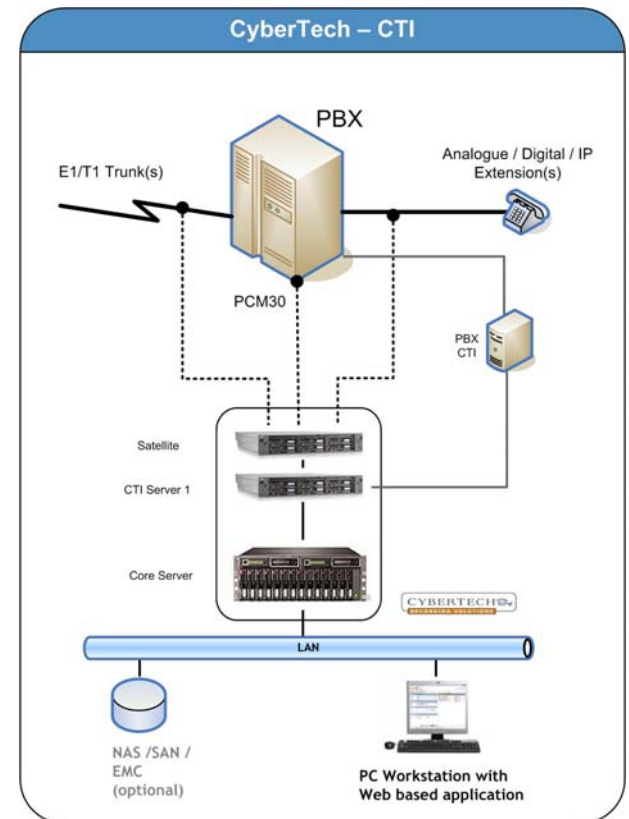
- By adding a feed from the PBX with CDR (Call Detail Records) information to the configuration, additional call data can be added to the database.
- A CyberTech CDR Service is available for several PBX and Trading Room systems.



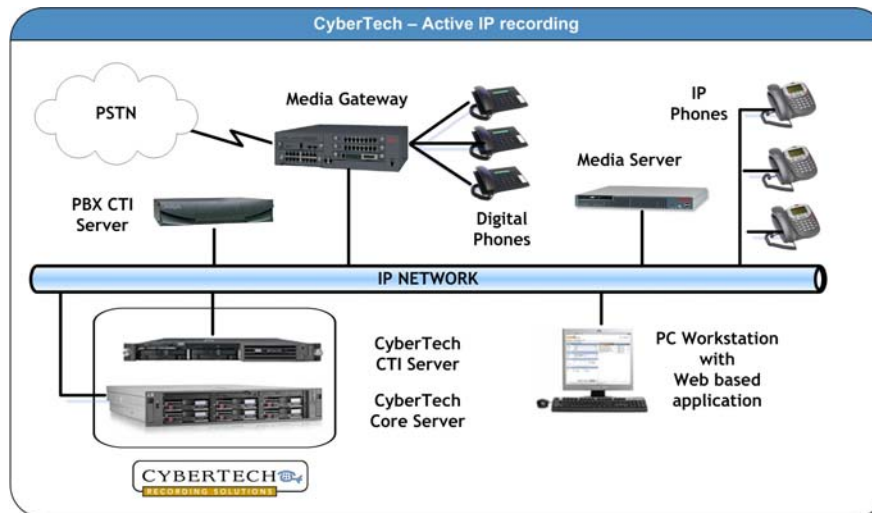
Data input - CTI

3. with a CTI connection

- By adding a feed with CTI (Computer Telephony Integration) to the configuration, a two-way communication between the PBX and the Recording System can be established.
- Additional information about a call can be stored in the database and the recording system can be instructed by the PBX to start recording calls.



Data input – CTI used for active IP recording



The CyberTech Recording Solution has CTI integration for Active VoIP recording available for:

- Avaya DMCC (formerly known as CMAPI)
- Nortel CS1000 (formerly known as MLS)
- Mitel Secure Connector (SRC)



Screen input

- Screen Recording can be optionally added to the Voice Recording
- The screens are recorded using standard VNC software and transferred to a satellite
- The Screen Recorder send their recorded data (call + screen to the Core Server, where the data it is stored centrally



3. Storage

- Calls are stored for
 - Short term on the hard drive.
 - Long term storage for archiving.
- Archiving can be done to any “ Commercial-of-the Shelf” (COTS) media devices.



Short-term Storage

Within the CyberTech Recording Solutions all the voice and call data is stored as WAV files on the systems Hard Disk and as records in a central MySQL Database.

If the 'encryption' option is enabled, all stored calls will be encrypted with the 256 bit Rijndael AES audio encryption.



Hard Disk Usage (hours) – Storage Capacities

Compression Type	80 Gb HDD	180 Gb HDD	250 Gb HDD
Uncompressed 64Kb/s	2.625	5.906	8.203
ADPCM 32Kb/s	5.250	11.813	16.406
ADPCM 24Kb/s	7.000	15.750	21.875
GSM 13Kb/s	12.727	28.636	39.773
Fast GSM 13Kb/s	12.727	28.636	39.773
True Speech 8.5Kb/s	19.765	44.471	61.765
Speex 8Kb/s	21.000	47.250	65.625
Speex 5.95Kb/s	28.235	63.529	88.235
Speex 3.95Kb/s	42.532	95.696	132.911
Speex 2.15Kb/s	78.140	17.5814	244.186



Long-term Storage

Archiving Media

The archive service archives the calls to the storage media. Several types of storage media are supported:

1. DVD Ram  (4.7 GB)
2. Iomega REV disks  (35 or 70 GB)
3. Network Attached Storage (NAS) or SAN* 
4. EMC Centera 

* NAS is a single storage device that operate on data files, while a SAN is a local network of multiple devices that operate on disk blocks.



4. Software

- Completely web-based User Interface (GUI)
- Same GUI for Administration, Users, Supervisors, etc.
- The User Interface has an easy menu structure.
- Depending on the user's profiles, different menu tabs will be available.



Secure Access

The access to the user interface can be protected by enhanced security features such as unique user IDs, alphanumeric passwords, domain authentication, account lockout mechanism, and will comply with most password polices.

It is possible also via the user interface to grant or deny the access to several system/user settings like:

- Account and User Administration Settings
- System Settings
- Recorded Calls Settings
- Channel Overview Settings





Example: The search for a call

Search Form

Search form

Date span

Selection: Calls made last WEEK

Call

Call id:

Call status: Recording Unavailable Available

Archived On medium Restored

Call type: VOX CDR

Search Results

calls search | columns selection | call listing

Search results (callid found: 218 / callid in database: 354)

CallID	Call type	Call time	Duration	Group	Dirty Number	Channel	State call	Assigned to address
328	1234567890	2005-06-30 12:05:11	00:00:22	Normal	admin	20	44.1.1.187	
324	Test Call 2	2005-06-30 12:05:05	00:00:27	Normal	admin	20	44.1.1.187	
320	Test Call 1	2005-06-30 12:05:00	00:00:05	Normal	admin	17	44.1.1.187	
322	Helpdesk	2005-06-30 12:05:46	00:00:07	Normal	admin	29	44.1.1.187	
326	911	2005-06-30 12:05:44	00:00:06	Normal	admin	17	44.1.1.187	
328	01131720548244	2005-06-30 12:05:48	00:00:10	Normal	admin	22	44.1.1.187	
308	532681890	2005-06-30 12:05:07	00:00:17	Normal	admin	32	44.1.1.187	
348	Test Call 2	2005-06-30 12:05:32	00:00:25	Normal	admin	20	44.1.1.187	
347	Test Call 1	2005-06-30 12:05:28	00:00:05	Normal	admin	17	44.1.1.187	
346	Helpdesk	2005-06-30 12:05:13	00:00:07	Normal	admin	29	44.1.1.187	
343	1234567890	2005-06-30 12:05:06	00:00:15	Normal	admin	32	44.1.1.187	
344	01131720548244	2005-06-30 12:05:05	00:00:17	Normal	admin	22	44.1.1.187	
343	Test Call 2	2005-06-30 12:05:06	00:00:19	Normal	admin	20	44.1.1.187	
345	911	2005-06-30 12:05:05	00:00:11	Normal	admin	17	44.1.1.187	
348	Helpdesk	2005-06-30 12:05:04	00:00:01	Normal	admin	29	44.1.1.187	
328	911	2005-06-30 12:05:04	00:00:01	Normal	admin	17	44.1.1.187	

Audio player: 2005-6-30 12:05:46.145

Call details: Main properties

Start time: 6/30/2005 12:05:37 PM | End time: 6/30/2005 12:06:53 PM
 Duration: 00:00:17 | Direction: Incoming
 Channel (over): 32 | Marked as: Normal calls
 Number info: 1234567890

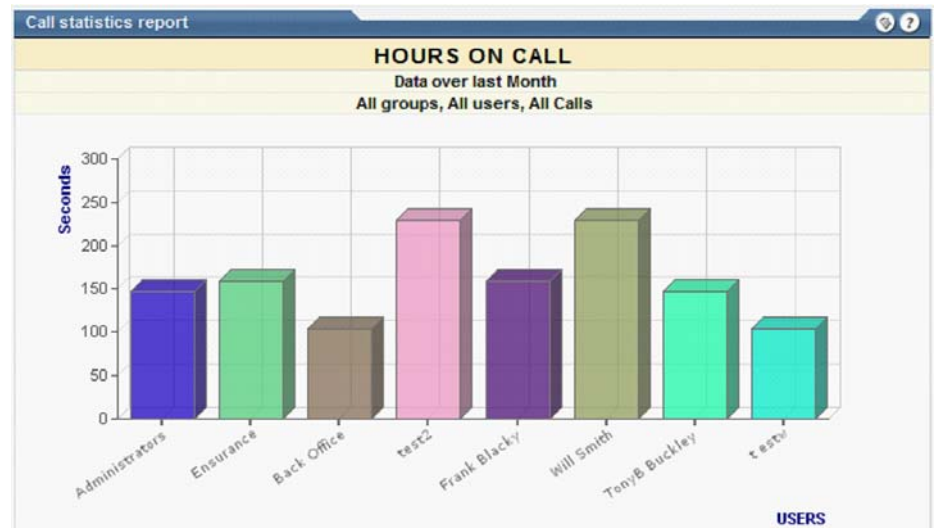


Example: Calls Statistics

CyberTech Recording Solutions can also generate statistical reports using the data stored about the recorded calls. These statistics can be used to measure the efficiency of the organization and the utilization of the recording system.

Report types are:

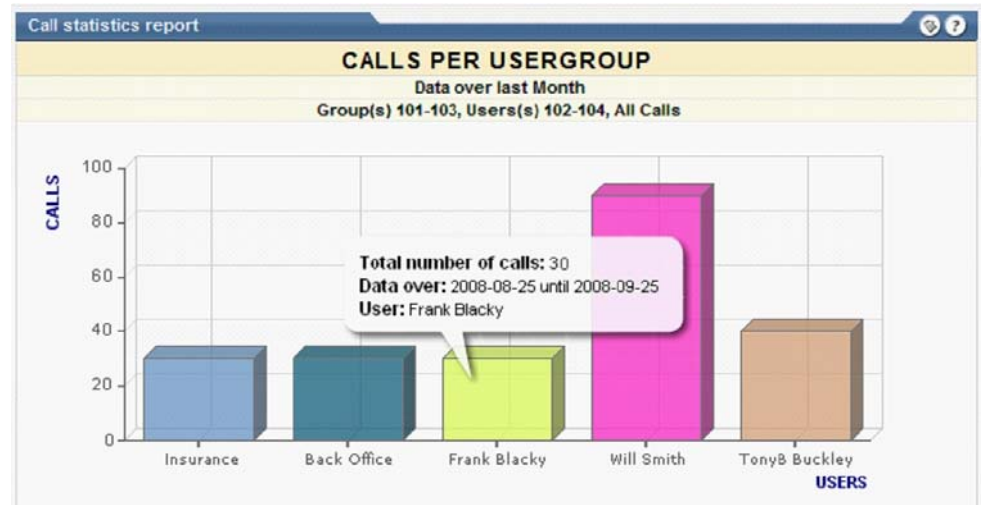
- Percentage utilization
- Call volume
- Average call length
- Hours on call





Calls Statistics is:

- Easy to use – a combination of pre-defined reports, in addition to flexible parameters, enable many different report types
- Cost effective – all data of recorded calls are already available in the recording solution; no external call statistics application is necessary
- Integrated – Call Statistics is an integrated, free-of-charge application feature
- Using a unique drill down feature offering the possibility of zooming on any parts of a graph.





5. Optional Applications

- Optional applications available:
 - For Public Safety: **Incident Replay**
 - For Offline Retrieval: **PC Replay**
 - For Trading Rooms: **Replay to Handset/Replay by Phone**
 - For System Integrators: **Recorder API**
 - For Financial Organizations: **WARP**
 - For Call Centers: **Evaluation**



Incident Replay Application

The Incident Replay Application has been specially developed for the search and replay of digital radio recordings.

The Incident Replay Application:

- Connects to different data sources at the same time and combines the search results into one scenario.
- Reproduces search and replay in the same window, making it very easy for the end user to search and play directly.
- Enables easy replay of complete scenarios.



Incident Replay Application interface

Incident 3 - Incident Replay (powered by Cybertech)

File Edit Search Play Help

Incident 1
Incident 2
Incident 3

	Start Date	Duration	Call Type	Channel	Direction	Data Type	Number Info	Organisation	Extension
1	2006-03-13 15:15:47	00:04:08	0, normal	13	0, InBound	Trunks	Rolf 242 ges	Organisation	205
2	2006-03-13 15:06:02	00:03:40	0, normal	13	0, InBound	Trunks	Ljn 03 3	Organisation	205
3	2006-03-13 15:02:10	00:02:14	0, normal	13	0, InBound	Trunks	Ton 216 ges	Organisation	205
4	2006-03-13 14:59:33	00:00:17	0, normal	6	0, InBound	Trunks	Sanne 239 ges	Organisation	253
5	2006-03-13 14:58:31	00:00:27	0, normal	13	0, InBound	Trunks	Cock 243 ges	Organisation	205
6	2006-03-13 14:57:00	00:01:05	0, normal	11	1, OutBound	Trunks	Rolf 242 ges	Organisation	209
7	2006-03-13 14:55:31	00:01:29	0, normal	11	1, OutBound	Trunks	Arno 240 ges	Organisation	209
8	2006-03-13 14:45:06	00:02:09	0, normal	13	1, OutBound	Trunks	0347881155 ges	Organisation	205
9	2006-03-13 14:41:04	00:04:01	0, normal	13	1, OutBound	Trunks	Frank 241 ges	Organisation	205
10	2006-03-13 14:35:22	00:00:26	0, normal	4	1, OutBound	Trunks	Rob 204 bel	Organisation	219

MynaVoice/1/

Volume

	Mute	Volume	Source	Datatype	Key	Start Date	Duration	Start Play	Call Type	Channel	Direction	Number Info	Organisation	Extension
1	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605129	2006-03-13 14:41:04	00:04:01	00:00:00	0	13	1, OutBound	Frank 241 ges	Organisation	205
2	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605130	2006-03-13 14:45:06	00:02:09	00:04:02	0	13	1, OutBound	0347881155 ges	Organisation	205
3	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605131	2006-03-13 14:55:31	00:01:29	00:14:27	0	11	1, OutBound	Arno 240 ges	Organisation	209
4	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605132	2006-03-13 14:57:00	00:01:05	00:15:56	0	11	1, OutBound	Rolf 242 ges	Organisation	209
5	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605133	2006-03-13 14:58:31	00:00:27	00:17:27	0	13	0, InBound	Cock 243 ges	Organisation	205
6	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605134	2006-03-13 14:59:33	00:00:17	00:18:29	0	6	0, InBound	Sanne 239 ges	Organisation	253
7	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605135	2006-03-13 15:02:10	00:02:14	00:21:06	0	13	0, InBound	Ton 216 ges	Organisation	205
8	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605136	2006-03-13 15:06:02	00:03:40	00:24:58	0	13	0, InBound	Ljn 03 3	Organisation	205
9	<input type="checkbox"/>	██████████	MynaVoice	Trunks	1605137	2006-03-13 15:15:47	00:04:08	00:34:43	0	13	0, InBound	Rolf 242 ges	Organisation	205

	13-03 15:02	13-03 15:03	13-03 15:04	13-03 15:05	13-03 15:06	13-03 15:07	13-03 15:08	13-03 15:09	13-03 15:10	13-03 15:11	13-03 15:12	13-03 15:13	13-03 15:14	13-03 15:15	13-03 15:16
Channel:13	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Channel:11															
Channel:6															



PC Replay Application

The PC Replay Application has the same look and feel as the Web Replay Application with the difference that the PC Replay application is replaying the calls offline (from a DVD-RAM e.g.) and is using the Database copied on a storage medium.

1) Click on call to select.

2) Use these buttons to play and stop recording.

Buttons used to loop a call.

Incoming calls are represented by the red arrow entering the box. Outgoing calls the blue arrow leaving a box.

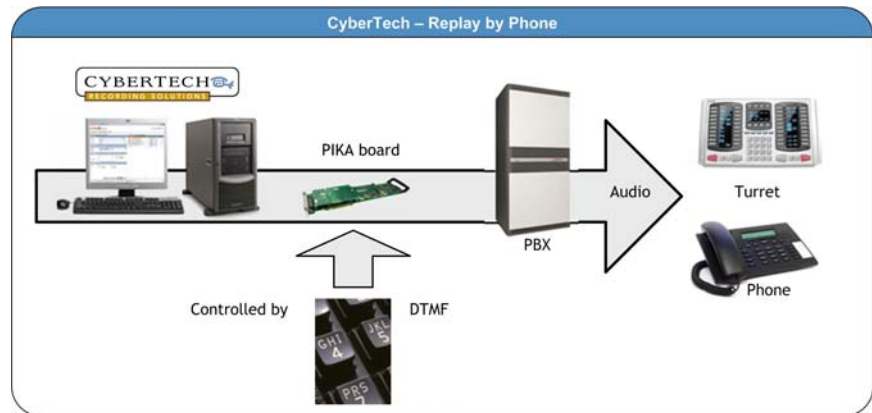
Buttons which change the speed of playback, time display and volume.

Call no.	User handle	Chan...	Start date	Dir...	CLI Data	Dir...	Phono...	Mark...	Status	Notes
252567	Keith_DEMO24	33	2008-01-02 23:27:29	00:01:50	+31 4 9504259		125		Available	
252568	Sandra_DEMO46	55	2008-01-02 23:21:44	00:01:18	+44 191 7728301		147		Available	
252565		82	2008-01-02 22:36:28	00:02:40	+49 361 5013181		173		Available	
252564		6	2008-01-02 22:32:42	00:02:36	+32 24 643639				Available	
252563		108	2008-01-02 21:52:45	00:01:50	+31 4 9725885		200		Available	
252562	Car_DEMO28	37	2008-01-02 21:33:19	00:02:02	+49 361 5581560		129		Available	
252561	Keith_DEMO33	82	2008-01-02 21:25:30	00:03:40	+34 95 2718619		154		Available	
252560	Chris_DEMO2	11	2008-01-02 20:53:28	00:01:18	+43 952 400612		103		Available	
252559		100	2008-01-02 20:38:18	00:02:36	+34 96 4430762		132		Available	
252550		99	2008-01-02 19:49:46	00:02:40	+32 30 700777		191		Available	
252549		89	2008-01-02 19:33:01	00:02:40	+45 96 788109		161		Available	
252558	Charlie_DEMO35	84	2008-01-02 19:12:51	00:02:36	+44 151 75647829		155		Available	
252555	Bill_DEMO36	45	2008-01-02 18:55:47	00:01:18	+31 51 2296450		137		Available	
252554		90	2008-01-02 18:16:48	00:05:40	+33 30 300732		404		Available	

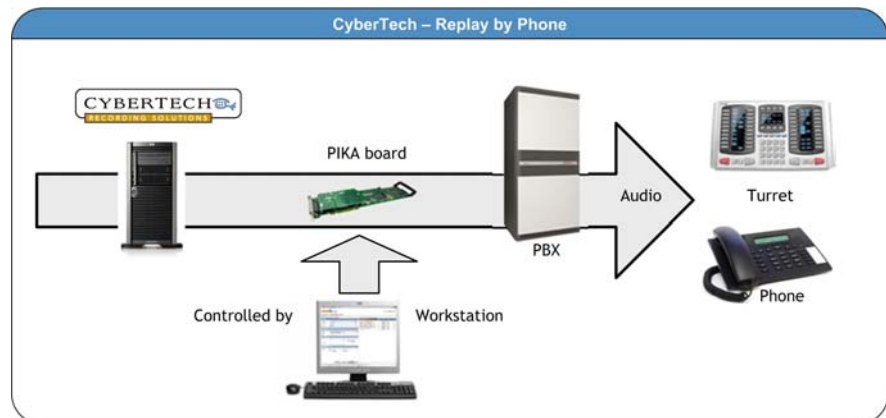
Call details: Start date: 2008-01-02 23:27:29, End date: 2008-01-02 23:28:19, Direction: Outgoing, Channel: 33, User handle: Keith_DEMO24, Status: Available, Mark: Mark 1, CLI Data: +31 4 9504259

Replay To Handset / Replay by Phone

Replay by Phone: a call can be searched using DTMF buttons on the phone and replayed on the handset.



Replay to Handset: a call can search using the standard Workstation and the audio can be send to a selected handset



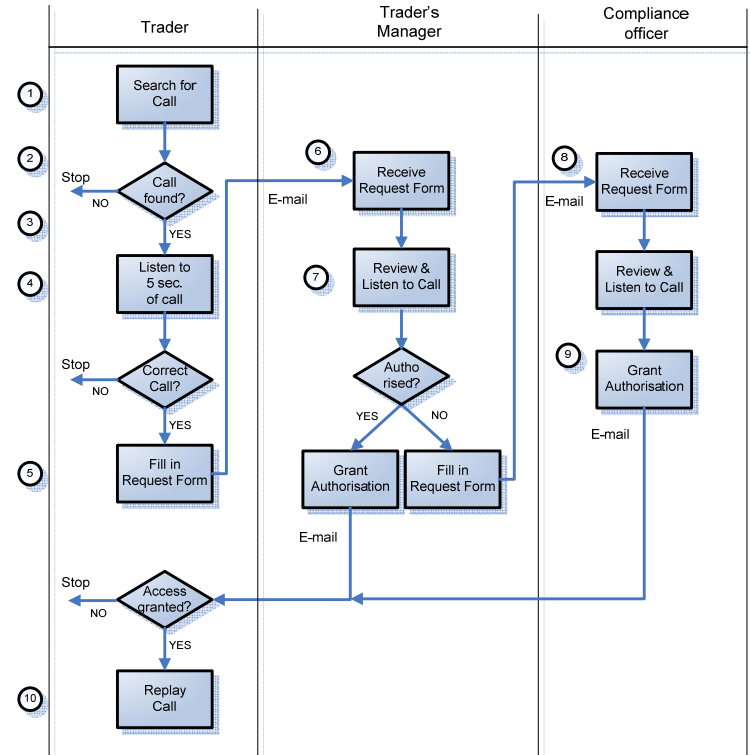


Recorder API

<p>Common functions</p>	<ul style="list-style-type: none"> • Retrieving user, channel*, call data information • Registering and un-registering of free-seating users • Retrieving audio from the recorder
<p>Access to historical data</p>	<ul style="list-style-type: none"> • Powerful and flexible search capabilities • Access to all available call data
<p>Modify parts of historical data</p>	<ul style="list-style-type: none"> • Modify parts of the stored information
<p>Real-time functions*</p>	<ul style="list-style-type: none"> • Receiving start and stop events • Start/stop recording on demand

WARP (Work Authorization Replay Procedure)

- Provides Compliance with an audited account of individual replay requests
- Enables an authorization chain to be established to allow or reject individual requests for replay
- Avoids the need to employ additional staff to pinpoint the required recordings and puts this control back with the individual requesting the playback.
- Fully automated (avoiding a manual slow process) and tailored to suit individual requirements



Evaluation

The Evaluation Application is integrated into the web-based search & replay application. Using a separate menu, the calls for evaluation can be selected, evaluated and reviewed. A report module is available for generating individual, group or company reports.

The evaluation application consists of 6 parts:

1. Selection
2. Forms
3. Projects
4. Evaluate
5. Review
6. Reporting





CyberTech Evaluation Offers:

- **Evaluation of Calls & Screen**
Replay of the Screen Recordings can be integrated in the evaluation of calls to get a total overview of the quality of the interactions.
- **Custom made Forms**
Flexible creation of evaluation forms with a question library.
Configurable
answer types and weight per question, question can be marked as 'critical'.
- **Add remarks**
During evaluation of the calls additional remarks in the call can be added for coaching agents



CyberTech Evaluation in the Web User Interface

As stated before, the evaluation application is accessible via the Web User Interface

The screenshot displays the CyberTech evaluation application's web user interface. At the top, a navigation menu includes tabs for 'my account', 'system installation', 'system configuration', 'user administration', 'system status', 'evaluation', 'recorded calls', and 'quit'. Below this, a secondary menu shows 'selection', 'forms', 'projects', 'evaluate', 'review', and 'reporting'. The main content area is divided into three primary sections:







- Screen player:** A window showing a call log entry for 'Иван Иванович'. It includes fields for 'Имя пользователя', 'Данные для поиска', 'МР Звонка', 'ИП Счета', 'Телефон', 'Имя', 'Адрес', and 'Город'. It also features a 'Контрольная зона' with 'Дополнительная информация о потребителе' and 'Телефонист' details.
- Audio player:** A window showing a play button, a progress bar at 03.972, and volume controls set to 80% and 1x.
- Evaluation form:** A form with three sections:
 - Opening section (+):** Contains questions 01 and 02. Question 01 asks 'Corporate greeting given?' with a rating scale from 1 to 5. Question 02 asks 'Greeting with a smile?' with a rating scale from 1 to 10.
 - Content section (+):** Contains questions 03 through 06, each with 'No' and 'Yes' radio button options.
 - 03: Accurate information given ? (+)
 - 04: Ticket booked correctly ? (+)
 - 05: Two lines of address checked ? (+)
 - 06: House name/number repeated ? (+)
 - SCORE (SO FAR):** Displays 'You are evaluating call #695447 made by user Anthony Foster (Tony_DEMO15) on 3/8/2006 7:56:26 PM.' and a score of **7.16**.

At the bottom right of the evaluation form, there are buttons for 'Cancel', 'Save changes', and 'Save and Next'.



6. Summary

The CyberTech Recording Solutions can be summarized by the following features:

-  **Capture**
Of Voice, Data and Screens
-  **Store**
Store for short- and long-time archiving
-  **Search**
Using a Web-based user-interface
-  **Replay**
Using commercial off-the-shelf (COTS) hardware
-  **Evaluate**
Additional applications for QM and Scenario Replay
-  **Analyse**
With Call Statistics



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CYBERTECH



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