



Avaya Call Recording Solution Configuration

Avaya IP Office



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INTRODUCTION

OAISYS provides feature-rich, tightly integrated call recording solutions for the Avaya business communications portfolio, including Avaya Aura™ Communication Manager and Avaya IP Office. Our Talkument and Tracer software solutions are designed to provide superior reliability and flexibility while seamlessly integrating with the Avaya communications infrastructure. The integration of OAISYS with Avaya IP Office provides enterprises and contact centers with a feature-rich and simple to use call recording and quality assurance solution.

This document will describe, discuss and demonstrate the options available for integrating OAISYS call recording solutions with the IP Office, delivering the unique combination of call recording functionality and resource efficiency customers require.





OVERVIEW

OAISYS products offer tight integration with the IP Office. The OAISYS Solution utilizes Avaya Dev Link technology to selectively record calls using Computer Telephony Integration (CTI). Avaya uses Dev Link to combine the capabilities of IP Office with computer applications. This allows for sophisticated call and PBX control functionality. The Dev Link technology provides a full set of call information that can be used for call recording triggers, permissions and searches.

OAISYS Recording Servers and Appliances seamlessly operate in high volume and geographically distributed environments while providing a single image for ease-of-use and administration. Any number of servers and appliances can operate together while hosting up to 1,750 connections in a single database. The five diagrams included in this white paper cover trunk integration and passive Real-Time Protocol (RTP) Capture.

These guidelines will assist you in planning the installation of an OAISYS recording solution. While this document describes specific installation configurations, it should not be considered a comprehensive list, as OAISYS recording solutions provide tremendous flexibility to address a myriad of configuration requirements. Continue reading to discover the right network configuration to maximize your return on investment while meeting your operational, customer satisfaction and compliance requirements.



Avaya IP Office Networks

TRUNK SIDE RECORDING

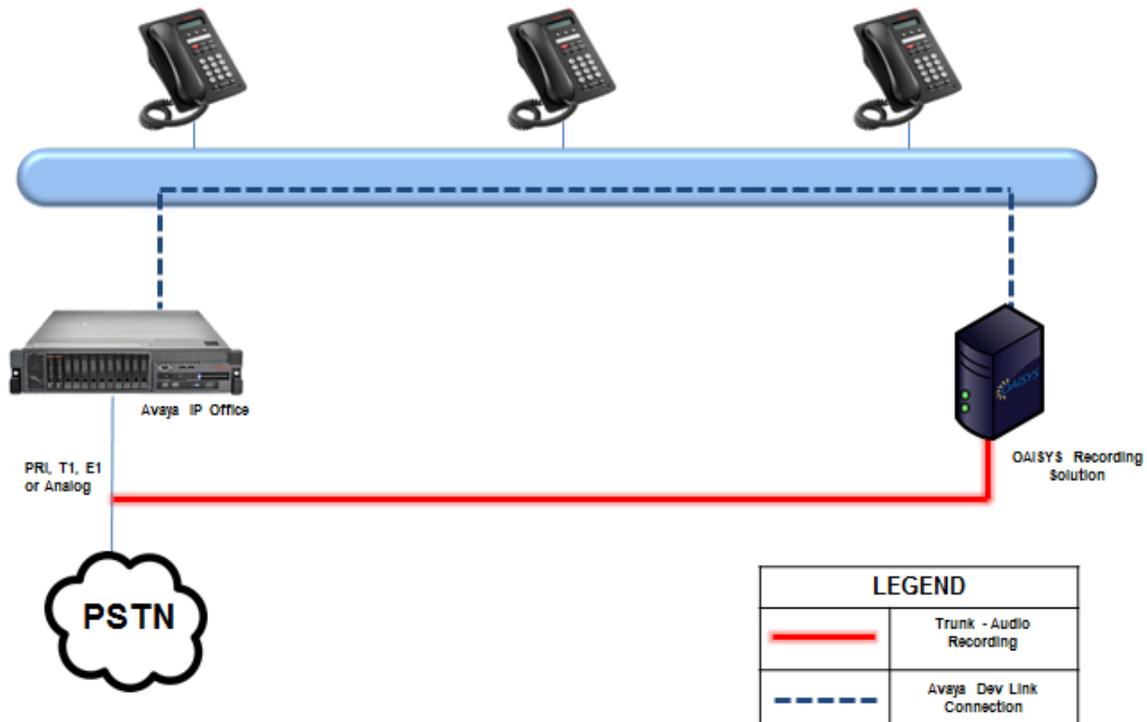
Organizations requiring cradle-to-grave call recording will benefit from trunk side recording. Trunk side recording captures everything the outside party experiences (including an automated attendant, IVR, ACD queuing and voice messaging); it is also potentially advantageous to organizations wanting only to record external calls (i.e. calls with outside parties) that have many more telephones deployed than connections to the public telephone network.

OAISYS recording solutions integrate with PRI, T1, E1, analog and SIP trunks. By interpreting trunk signaling, solutions in this environment are able to reliably record each desired trunk-based call. This connection method offers the most reliable recording and is preferred for organizations whose recording requirements are mission-critical.

All TDM trunks (PRI, T1, E1 and analog) can be integrated using a Dev Link connection from the Avaya IP Office to the OAISYS Recording Server. In these environments, the OAISYS software will be aware of trunk delivered data including the outside party number, inbound dialed number (DID or DNIS) and call direction, as well as each telephone device that joins a call and for how long. This information is used to start or stop recording, assign access permissions, deliver search results and trigger workflow actions like live monitoring sessions. This information is also used to enable desktop integrated capabilities such as desktop video recording, user call tagging and CRM application integration.

Figure 1 below depicts a single location TDM trunk side integrated recording environment.

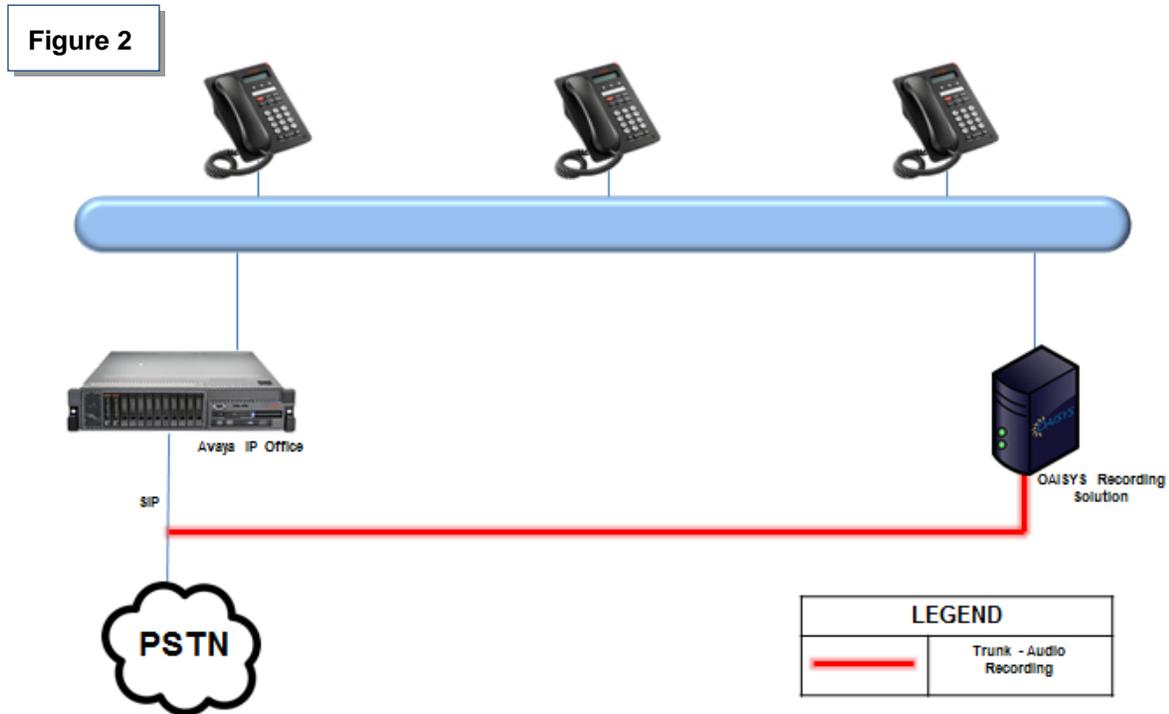
Figure 1



Dev Link is not available for SIP trunks from the Avaya IP Office. OAISYS recording solutions can be used to integrate directly with SIP trunks, but will not be able to offer the features available with Dev Link integration. Users of this configuration will have access to outside party information, call direction, call duration, and dialed inbound number (DID or DNIS) as the basis of starting and stopping recording, access permissions, and search criteria.



Figure 2 below depicts a single location SIP trunk side integrated recording environment.

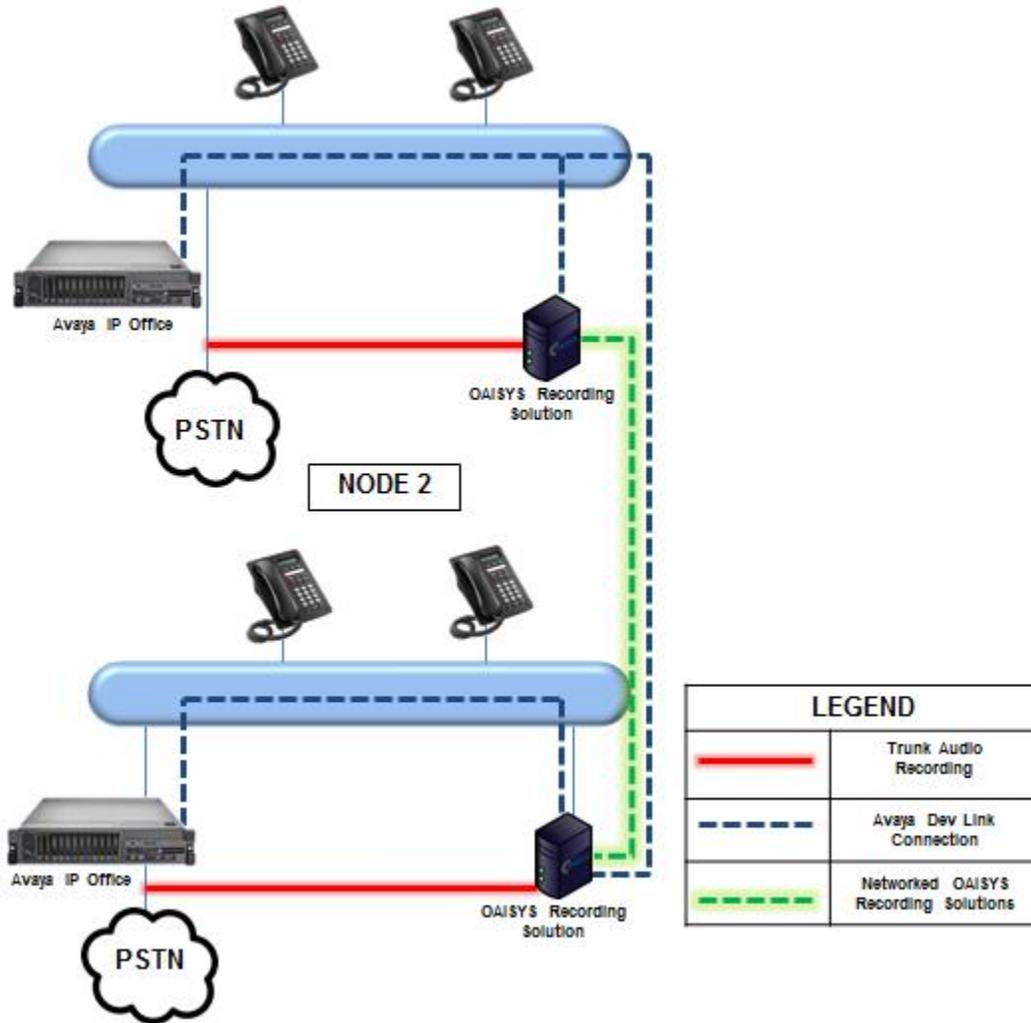


In any trunk side integrated environment, an OAISYS Recording Appliance or Server is required at each location terminating trunks on which calls will exist that should be recorded. In these environments, the OAISYS solution seamlessly networks up to 1,750 total connections providing a single image for administration and user access.

For additional information, see our document on [SIP Trunk Integration](#)

Figure 3 below depicts a two location TDM trunk side integrated recording environment.

Figure 3



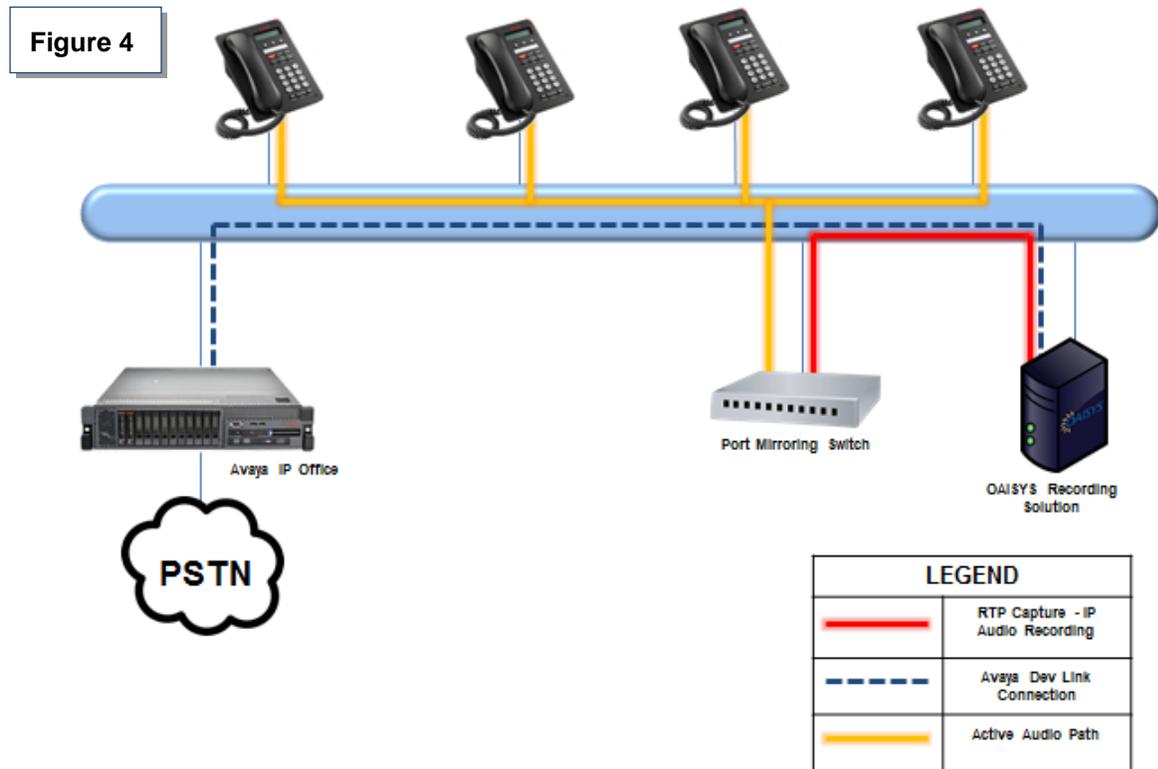


IP STATION SIDE RECORDING

Businesses use station side recording integration to record calls only while active on selected stations connected to an IP Office. The OAISYS Talkument and Tracer solutions can connect directly to IP station traffic using passive RTP capture. This method requires the OAISYS Recording Appliance or Server be connected to an Ethernet port configured to echo all IP traffic to or from the station gateway ports of the IP Office that manage the target stations. The audio codec must be either G.711 or G.729 (without Silence Suppression) for the OAISYS software to be able to record it and play it back. *This method is not supported when encrypting voice traffic on the LAN.*

All stations can be monitored using VOX. In these environments, the OAISYS software will not be aware of trunk delivered data. Voice will trigger when to start a recording and silence will trigger when to stop the recording. Start date and time, call duration and station information will be available with the call recording.

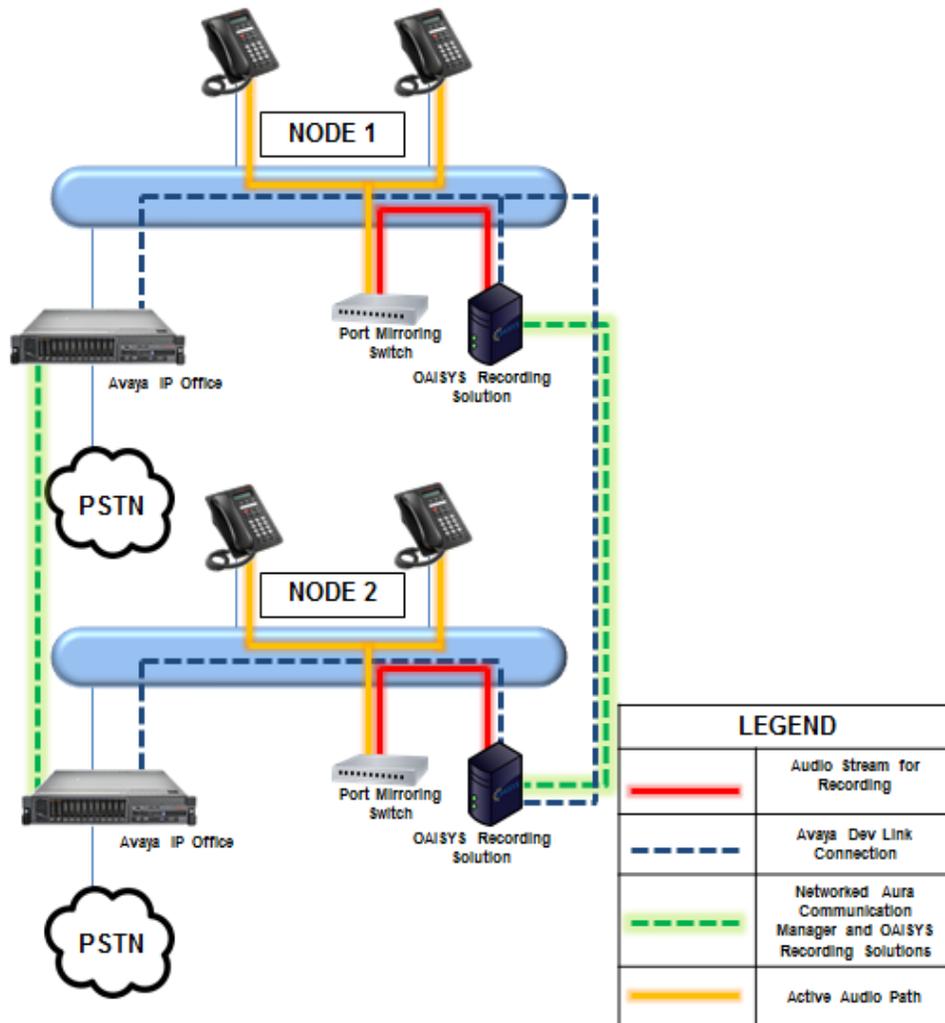
Figure 4 below shows IP station integration between an OAISYS Recording Solution and Avaya IP Office in a single location.



OAISYS call recording systems can be deployed using station side connectivity across a distributed Avaya IP Office network by locating an OAISYS server or appliance in each location to tap into the local IP network. In these environments, the OAISYS solution seamlessly networks up to 1,750 total connections providing a single image for administration and user access.

Figure 5 below provides a diagram of a multi-site IP Office network with an OAISYS recording solution connected via RTP capture.

Figure 5





Avaya Aurix

OAISYS products integrate with Avaya Aurix audio search engine to provide true phonetic speech search functionality. The Aurix core engine combined with OAISYS intuitive interface allows users to search call recordings for key words or phrases. The speech search feature uses advanced phonetics-based technology to query recordings for spoken phrases and return those containing one or more matches. These matches can then be saved as part of the call recording to allow other users to quickly identify recordings of interest. Users will be able to search their entire libraries of indexed calls or fine tune their search to focus on a subset of calls in their databases.

Speech Search Licensing is required and a dedicated Speech Search Server or VM that meets these specifications is highly recommended:

- CPU – Core 2 Quad 9550 or better
- RAM – 8GB
- Storage – 1TB
- OS – Windows 7 or higher
- SQL - 2008

OAISYS Recording Solution Networking

When recording is required for multiple locations, OAISYS recording systems can be seamlessly networked to provide a single image for live and auto call monitoring functionality as well as for call recording search, playback and sharing. In addition, all administrative tasks for networked OAISYS solutions can be performed through a single interface (this ability does not require any special licensing from OAISYS). Recordings from each location can be stored locally at each site, at one central location, or on a common network-attached storage (NAS) unit or storage area network (SAN).



OAISYS Hardware Configurations and Performance

The Tracer and Talkument applications are deployed via recording base systems, which include off-the-shelf OAISYS Recording Appliances and built-to-order OAISYS Recording Servers. This full range of hardware configuration options ensures an appropriate solution deployment for any Avaya customer, whether a small-to-medium sized business or a large multi-site enterprise. The following section outlines the various OAISYS hardware configurations available, their respective call storage and connection capacities and associated resource profile testing and results. This information will prove useful for identifying the appropriate OAISYS recording solution configuration to meet the unique requirements of any organization.

OAISYS Recording Servers and Appliances can be networked to reach a maximum capacity of 1,750 ports. OAISYS hardware configurations with associated call storage and port capacities are summarized in the following table.



OAISYS Recording Server Systems

CALL STORAGE AND PORT CAPACITIES

Standard	Standard w/ RAID 1	Advanced	Advanced w/ RAID 1	Advanced PLUS	Advanced PLUS w/ RAID 1
Dual Core CPU	Dual Core CPU	Dual Core CPU	Dual Core CPU	Quad Core CPU	Quad Core CPU
320GB SATA HDD	2 x 320GB SATA HDD	320 GB SATA HDD 500 GB SATA HDD	2 x 320 GB SATA HDD 2 x 500 GB SATA HDD	320 GB SATA HDD 1 TB SATA HDD	2 x 320 GB SATA HDD 2 x 1 TB SATA HDD
2 GB RAM	2 GB RAM	2 GB RAM	2 GB RAM	4 GB RAM	4 GB RAM
Windows 7 Pro OS, SQL Server 2008 Express	Windows 7 Pro OS, SQL Server 2008 Express	Windows 7 Pro OS, SQL Server 2008 Express	Windows 7 Pro OS, SQL Server 2008 Express	Windows Server 2008 OS, SQL Server 2008 R2 Workgroup Edition x64, fault tolerant power supply	Windows Server 2008 OS, SQL Server 2008 R2 Workgroup Edition x64, fault tolerant power supply
Mid-Tower Case	Mid-Tower Case RAID cont. & redundant disk drives	Rack Mount Cabinet	Rack mount cabinet RAID cont. & redundant disk drives	Rack Mount Cabinet Dual Power Supplies	Rack Mount Cabinet Dual Power Supplies RAID cont. & redundant disk drives
~ 56,000 hours online storage	~ 56,000 hours online storage	~ 100,000 hours online storage	~ 100,000 hours online storage	~ 200,000 hours online storage	~ 200,000 hours online storage
100 connections	100 connections	200 connections	200 connections	350 connections (192 digital trunk; 96 analog trunks; 96 digital stations due to PCI port density)	350 connections (192 digital trunk; 96 analog trunks; 96 digital stations due to PCI port density)

**OAISYS Screen Recording Server supports up to 100 simultaneous screen recordings

- All Server Base Systems feature DVD+RW drives
- Standard and Standard w/RAID 1 are desktop servers, and all others are rack-mount servers that include rails and mounting hardware
- Standard Base Systems come w/ 3 full PCI slots and 2 PCI express slots
- All Advanced Base Systems come w/ 4 full PCI slots and 2 PCI express slots



- Advanced RAID Base Systems have an Adaptec RAID controller board that takes up one of the PCI express slots

Load Test Results

Test Configuration:

- SQL 2008
- Intel Core 2 Duo Processor 2.93 GHz
- RAM: 2GB
- SQL Memory: Approximately 1.3 GB

NOTE: The test results below resulted in less than 50% consumption of CPU.

The following load tests have been deemed appropriate for non-CTI mode and CTI mode. The “Standard Load” was determined to be approximately 1200 calls per hour per 100 ports (these calls have an average duration of 300 seconds with 10-15 seconds of idle time between calls). This load test simulates an extremely busy call center environment.

The system must experience 50% or less of the maximum load time for at least one hour per day so that it can perform the maintenance cycle. If the customer cannot meet this requirement, an alternate configuration may be necessary.

- **Standard OAISYS Recording Server:** 100 ports maximum, not to exceed 1,200 calls per hour.
- **Advanced OAISYS Recording Server:** 200 ports maximum, not to exceed 2,400 calls per hour.
- **Advanced Plus OAISYS Recording Server:** 350 ports maximum, not to exceed 4,200 calls per hour.



The following table applies to the total number of ports in the system. The Tracer network can be made up of one or more Tracer systems until it reaches the maximum number of ports. The total number of ports the Tracer network can reach is 1,750 ports.

Ports	Tracer System (at least one)	Database	Dedicated SQL Server Required?	Max Call Records
1-48	Standard	SQL Express	No	1.5 million
49-96	Advanced	SQL Express	No	1.5 million
97-384	Advanced Plus	Full SQL Database	No	3 million
385-1750	Advanced Plus	Full SQL Database	Yes	3 million



About OAISYS

OAISYS is a leading developer of call recording and contact center management solutions for a wide range of organizations, from small-to-medium sized businesses to multi-site large enterprises. The OAISYS voice documentation and interaction management solutions help companies within a variety of industries attract and retain customers by digitally capturing phone-based interactions for simple retrieval, playback and management. Compatible with leading business communications systems, OAISYS Tracer and Talkument applications help companies improve risk management, quality assurance, customer retention, dispute resolution, regulatory compliance and other critical business concerns.

OAISYS is headquartered in Tempe, Arizona, and OAISYS Limited is located in Cambridge, England.

To learn more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com. To schedule a live demonstration, please email se@oaisys.com or call us at 888.496.9040.

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