AudioCodes Call Recording Products

SmartTAP™

Call Recording Solution for Microsoft Unified Communications

AudioCodes SmartTAP for Microsoft Unified Communications (UC) is a certified and secure call recording solution that enables the recording of key business interactions within a Microsoft Lync environment. Built on proven technology and leveraging years of experience in developing and integrating call recording solutions, SmartTAP is compatible with VoIP, TDM, and hybrid telephony environments. The solution can be easily configured using an intuitive web-based interface, which simplifies system deployments and reduces support requirements.

Support for Microsoft Lync 2013 and 2010

SmartTAP enables recording of ANY call type within the Enterprise including but not limited to Mobile, Remote, PSTN, Internal and Conference calls. SmartTAP supports any voice codec used by LYNC including the wideband Real Time Audio (RTA) codec, enabling transcoding to other media types for download, email or playback.

SmartTAP for Microsoft UC deploys a trusted application service on the Lync Front End Pool and a *2nd plug-in on the LYNC Edge Server. The SmartTAP server receives the call related information over a secure connection allowing for silent recording of all calls without consuming valuable Lync conferencing resources while avoiding the need to Port Mirror.

Call Recording

SmartTAP enables recording of calls for compliance, liability, quality assurance, security and sales verification. SmartTAP is easily configured to record calls by individual users or by specific device. Using XML, SmartTAP can be easily configured to start and stop recording based on the customer's specific requirements.

Distributed Solution with Centralized Management

For branch office recording, SmartTAP allows you to install a subset of the recording engine at the remote location to capture calls while managing any number of SmartTAP systems from a central site. In the event of a network failure, SmartTAP will continue to record and buffer all local calls until the network is restored completing the survivability story.

Robust Search and Playback

SmartTAP offers a wide range of search options to retrieve calls, including search by call date and time, user names, user groups and Caller ID to quickly retrieve calls for playback. In addition, SmartTAP offers an advanced filtering engine to drill down and narrow your search results. Playback is simple and effective using any browser.

Web Client User Interface

SmartTAP provides an intuitive and feature rich Web-based interface. There is no need for installing client applications in order to search, download or play call recordings. SmartTAP HTML user interface allows any user with the correct credentials to log in to SmartTAP. User permissions are controlled by a System Administrator through the same web interface.

TDM and IP Integrations at the Same Time

SmartTAP for Microsoft UC supports the integration between both Lync and other IP/TDM based PBX systems simultaneously. This unique capability provides customers with a future proof call recording solution, which enables a migration path to their future Lync-based telephony environment.

In addition to Microsoft Lync, SmartTAP integrates with many popular IP Phone Systems, including those of Cisco and Avaya. SmartTAP has the largest library of telephony integrations with support for over 100 PBX systems. SmartTAP supports passive and active integration modes for both TDM and IP, providing flexible and cost- effective options.
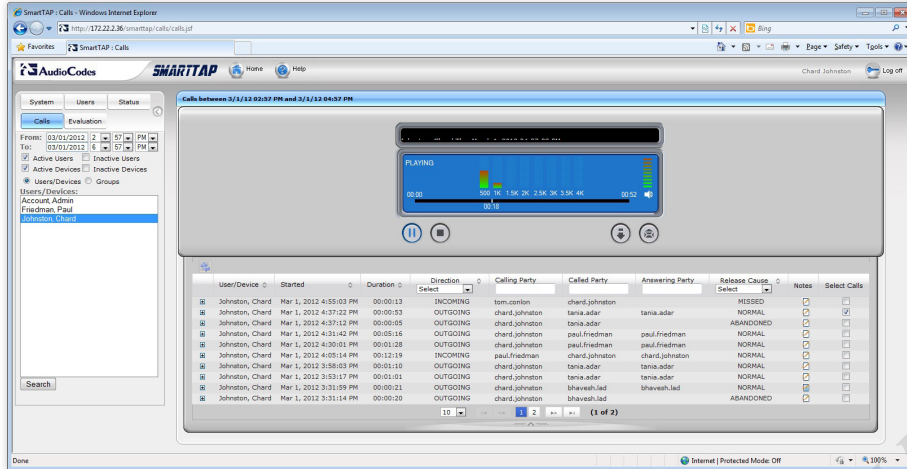
Security Roles and Permissions

System Administrators can define user roles and permissions for playback, download, and email to prevent unwanted access to recordings and optionally integrate with Microsoft LDAP to simplify user management.

- **Certified solution for Microsoft Lync 2013 & 2010**
- **Support for dynamic codec switching including Microsoft RTA**
- **Record ANY call type including Mobile, Remote, PSTN & Conference**
- **Remote branch survivability with buffering technology**
- **A simple, easy-to-use centralized management web based interface**
- **Granular security profiles with LDAP integration**
- **Audit Trail monitoring**
- **Multiple call search criteria with customizable filtering**
- **Quality management with customizable and user definable evaluation forms and reports**
- **Live call monitoring**
- **Securely Encrypt media**
- **Record other environments in parallel (Cisco, Avaya, Analog, etc...)**

* Patent Pending

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ABOUT AUDIOCODES

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

SPECIFICATIONS

Key Features
- Web based interface
- IP, TDM, and blended environments
- Quality Monitoring / Agent Evaluation
- Granular security profiles with optional integration to Microsoft LDAP
- Live call monitoring from PC, Smartphone or tablet
- 3rd Party Restful Web Services API

Recording Modes
- Full Time Recording

Playback
- Replay over the LAN/WAN/Internet via browser
- Last call Replay, download or email
- Search filter with customizable view

Call Search Criteria
- Multiple call search criteria with option to download or email:
- Date/Time
- Extension / Device ID
- User Name

Security
- Sarbanes-Oxley Compliant
- HIPPA Compliance
- File Encryption
- Audit Trail

Storage
- Local or Remote storage NAS / SAN
- File Compression Optional

Scalability
- Up to 300 simultaneous recordings per server
- Extend recordings by adding additional servers

Telephony Integrations
- Microsoft Lync 2010, Avaya, Cisco, ShoreTel, Siemens, NEC, Mitel, Nortel, Panasonic, SIP and more...

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