AudioCodes Call Recording Products

SmartTAP™ Call Recording Solution

AudioCodes SmartTAP is a secure and stable call recording solution that enables the recording of key business interactions within any organization. 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.

Call Recording

SmartTAP enables recording of calls for compliance, liability, quality assurance, security and sales verification. The system allows users to select who to record, and when to record. 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 and 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 the SmartTAP system 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.

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, calls can be played easily without having to download and install proprietary client applications. SmartTAP allows users to select and play calls one at a time, or to select multiple calls simultaneously. Calls can be annotated or tagged with a user defined ID for easy retrieval

Web Client User Interface

SmartTAP provides intuitive and feature rich Web-based user interface. There is no need for installing client applications in order to search, download or play back 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 integrates with both TDM and IP based PBX systems simultaneously. This unique capability provides customers with a future proof call recording solution, which enables a migration path to their future IP-based telephony environment.

SmartTAP integrates with many popular IP Phone Systems, including Microsoft Lync, Cisco, and Avaya AES. Utilizing AudioCodes' TDM and IP hardware and software, SmartTAP has the largest library of telephony integrations. The system also integrates with over 100 TDM PBX systems and thousands of telephone set models. SmartTAP supports passive and active integration modes for both TDM and IP, providing flexible and cost-effective options.
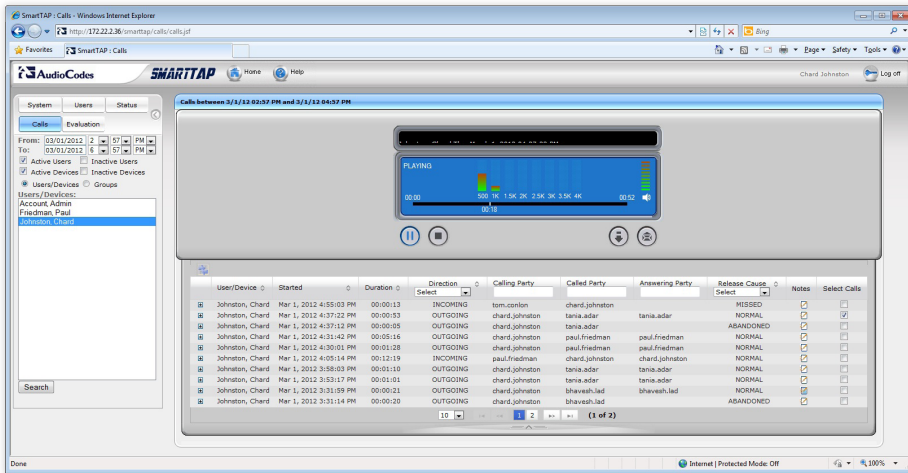
Security Roles and Permissions

System Administrators can define user roles and permissions for playback, download, and email to prevent unwanted access to recordings.

- A simple, easy-to-use centralized management web based interface.

- Granular security profiles with LDAP integration

- Audit Trail monitoring

- Multiple call search criteria and filtering with customizable display of results

- Quality management with customizable and user definable evaluation forms and reports

- Remote branch survivability with buffering technology

- Live call monitoring

- Secure tamper proof recording solution

- Support for industry-leading telephony systems such as Microsoft, Cisco, Avaya, SIP and others

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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, VoIPerfectHD™, 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 monitoring
- 3rd Party Restful Web Services API (future)

Recording Modes

- Full Time Recording
- Record on Demand (future)
- Save on Demand (future)

Playback

- Replay over the LAN/WAN/Internet via browser
- Last call Replay, download or email
- Search filter with customizable view
- Call User Definable Tag ID (future)
- Add Note Flag to specific call portion (future)

Call Search Criteria

- Multiple call search criteria with option to download or email:
- Date/Time
- Extension /Device ID
- User Name
- Caller ID / Dialed Number (future)
- Tag ID (Malicious Call, Incident ID, Code Call, User Defined) (future)

Security

- Sarbanes-Oxley Compliant
- HIPPA Compliance
- File Encryption
- Audit Trail
- PCI Compliance (future)
- Digital Signature (MD5#) (future)
- Watermark (future)

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, Ericsson, Siemens, NEC, Mitel, Nortel, Panasonic, SIP and more…

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