

OmniPCX RECORD Suite

OFF-THE-SHELF APPLICATIONS

Many companies both inside and outside the Call Center world have a growing need to record transactions, especially in activities requiring law and regulations compliance. This is particularly relevant in financial services, utilities, healthcare, education, hospitality and public safety organizations.

The Alcatel-Lucent OmniPCX RECORD Suite is the solution that provides small and medium-sized businesses with extra web-based audio and video call recording as well as analysis tools. This enhances quality assurance, accelerates customer issues resolution, boosts customer loyalty and streamlines employee monitoring and coaching.

Seamlessly integrating into existing and newly installed Alcatel-Lucent OmniPCX Enterprise Communication Server environments, OmniPCX RECORD Suite is easy to adopt and extremely cost effective.

The OmniPCX RECORD Suite is composed of several optional applications that sit on top of the RECORD base application:

RECORD	Is the base package that offers voice recording of any inbound and outbound call
SCREEN CAPTURE	Adds screen capture to the RECORD application for a complete audiovisual history of the interaction
SILENT MONITOR	Provides the real-time silent monitoring of IP and non-IP calls on and off-site
QUALITY MONITOR	Offers quality reporting and evaluation analysis based on real calls, allowing supervisors to proactively manage employee performance with an instant coaching tool

Customer Benefits

- Seamless integration into existing or newly installed OmniPCX Enterprise environments (up to 8 nodes)
- High protection of client data thanks to robust security administration controls
- Reliable service quality assessment through actual customer-employee interactions recordings
- Minimized risk of disputes and customer issues resolution acceleration through customer interaction complete recording
- Enhanced Customer loyalty
- Improved employee performance thanks to reporting, monitoring and coaching capabilities
- Simplified ordering (one-stop shopping) and support (one single entry point)



Features

GENERAL FEATURES

- **Scalable, modular design** to satisfy each client's specific needs
 - **Warm standby High Availability (HA) mode** taking advantage of the OmniPCX Enterprise Communication Server HA mode
 - **Multilanguage** (French, English, Spanish, German, Italian). Language changeable from a drop down menu
 - **Open integrations:** external applications can start (ad hoc or retroactively from the beginning), pause or stop recording, get records based in filtering criteria through the enhanced **Application Programming Interface (API)**. A sample code is available for PC application integration.
 - **Virtualization (VMWare)** - specific limitations apply (please see System Limitations paragraph below)
 - **Strong password management policy**
 - **Purging utility** that exports and/or removes call data, statistics, usage data, voice spectrum graphs, screen captures
 - **Security profiles** granting tailored access rights: create/delete agents, bypass radius authentication...
 - **Four default profiles** are pre-defined:
 - Super administrator, full management rights
 - Configuration manager, can manage settings only
 - Group administrator, supervision rights on one or more teams
 - Agent, managing their own recordings
- the call) available from IP Touch phones, the web interface or external applications through the API
- **Random recording**
 - Call recording of **VoIP, digital, analog, SIP** (declared as SIP SEPLOS) and **mixed** environments
 - Support of **multi node** environments (max 8 nodes)
 - **Centralization** of recordings from independent satellite sites to a central server
 - **Web-based user interface** for remote access, search and playback of recordings
 - **Record filters and triggers** according to multiple rules:
 - inbound/outbound calls
 - team calls
 - date and time
 - specific number
 - called number
 - caller
 - internal/external
 - correlator data, which, coupled with an Interactive Voice Response (IVR) or Advice Of Call Recording (AOCR), allows callers to choose whether to authorize recording or not
 - ...
 - **Single side conversation recording** enables recording of either one or both sides of the conversation (allows users to respect callers' wish for privacy while still keeping track of the conversation). Available for IP calls recording only.
 - Support of **multiple audio formats** (MP3, GSM6.10, WAV)
 - **IP Attendant** recording (limitations apply, please see System Limitations paragraph below)
 - **Reporting/statistics** module with multiple format export capability
 - **Call tagging** with notes and comments
 - **Flagging and grading** of calls at multiple levels
 - **Records encryption**
 - Login authentication via **Radius** server
 - Compliance with **Thales encryption** and support of multiple Thales boxes
 - SAN/NAS usable for both live and archived calls

RECORD

- **Rich recording facilities:**
 - **Total recording** of all call traffic, including recording whilst on hold
 - **On demand** voice recording of the complete conversation, or portions of it (available from IP Touch phones, the web interface or external applications through the API)
 - On-demand **retroactive (ROD)** voice recording (recording from conversation start can be activated at any point during

- In line with **Payment Cards Industry (PCI)** requirements for call recording systems
- **Emailing** of calls as file attachments
- Alarm sending via **email or SNMP traps** to a hypervisor (records storage capacity, recording activated or not, CSTA link status, packetizer link status, switch over to back-up server)

SCREEN CAPTURE

- Complete user **desktop activity capture**
- Embedded video player
- Windows 7 supported on the client side
- Extended desktop capture

SILENT MONITOR

- Remote and discrete monitoring of agents by listening to their conversations in real time for a consistent evaluation of Customer service
- Call recording can be controlled from the Silent Monitoring interface

QUALITY MONITOR

- **Quality evaluation** of recorded conversations
- **Multiple question types** (yes/no, sliding scale from 0 to x, Likert scale...)
- **User defined evaluation form** (i.e. a questionnaire)
- **Evaluation campaign** creation to sample the calls to be evaluated
- **Scorecards generation** based on evaluated calls using a predefined campaign or directly from a questionnaire
- **Reporting** to provide an insight into the performance of an individual, team...
- **Dashboard** providing an overview of the scorecards results evolution
- **Tutorials** of agents based on scorecards, giving the ability to justify evaluation by adding written comments or learning attachments (audio, video, URL, PDF, flash animation and image files)
- Contextual menu in Call search screen offers fast and easy instant **call evaluation**

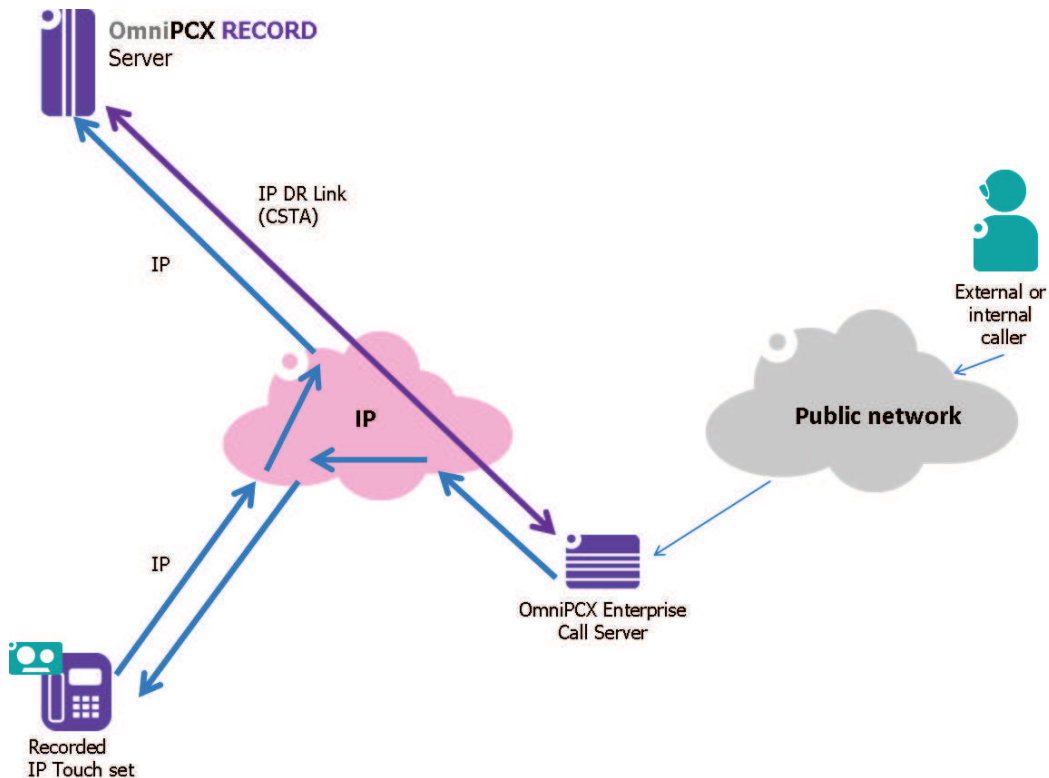
Typical architectures

The OmniPCX RECORD Suite supports two types of architecture: recording of IP calls with IP-DR Link and recording of non-IP calls with DR Link. These two types of architectures can coexist.

The OmniPCX RECORD Suite can also be installed in High Availability 'Warm Standby' mode and in multi-nodes PBX environments.

Architecture 1: IP-DR link for recording IP calls

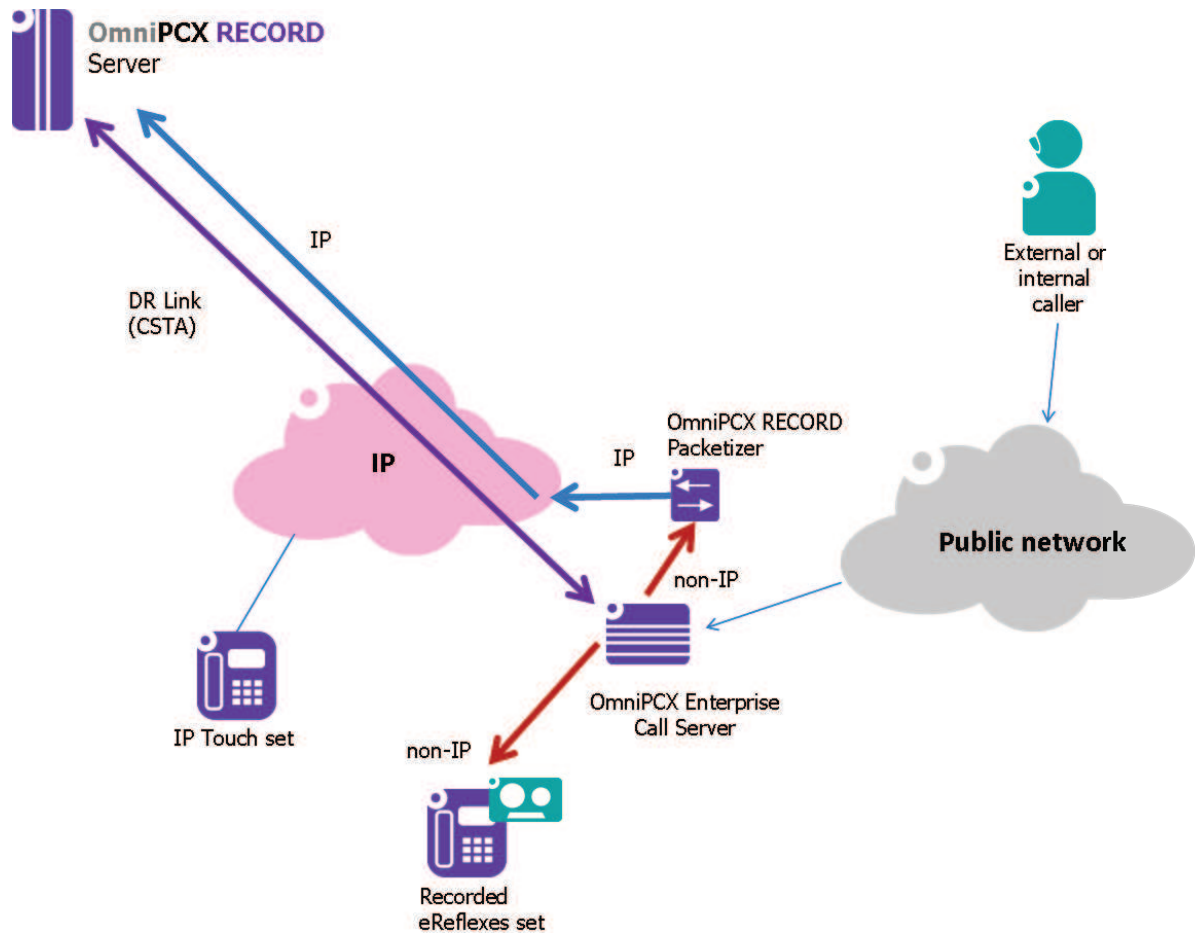
The following diagram illustrates a typical IP voice recording architecture.



In an IP-based environment, the voice stream is duplicated by the IP Touch 8 Series phones and recorded by the OmniPCX RECORD Suite.

Architecture 2: DR Link for recording non-IP calls

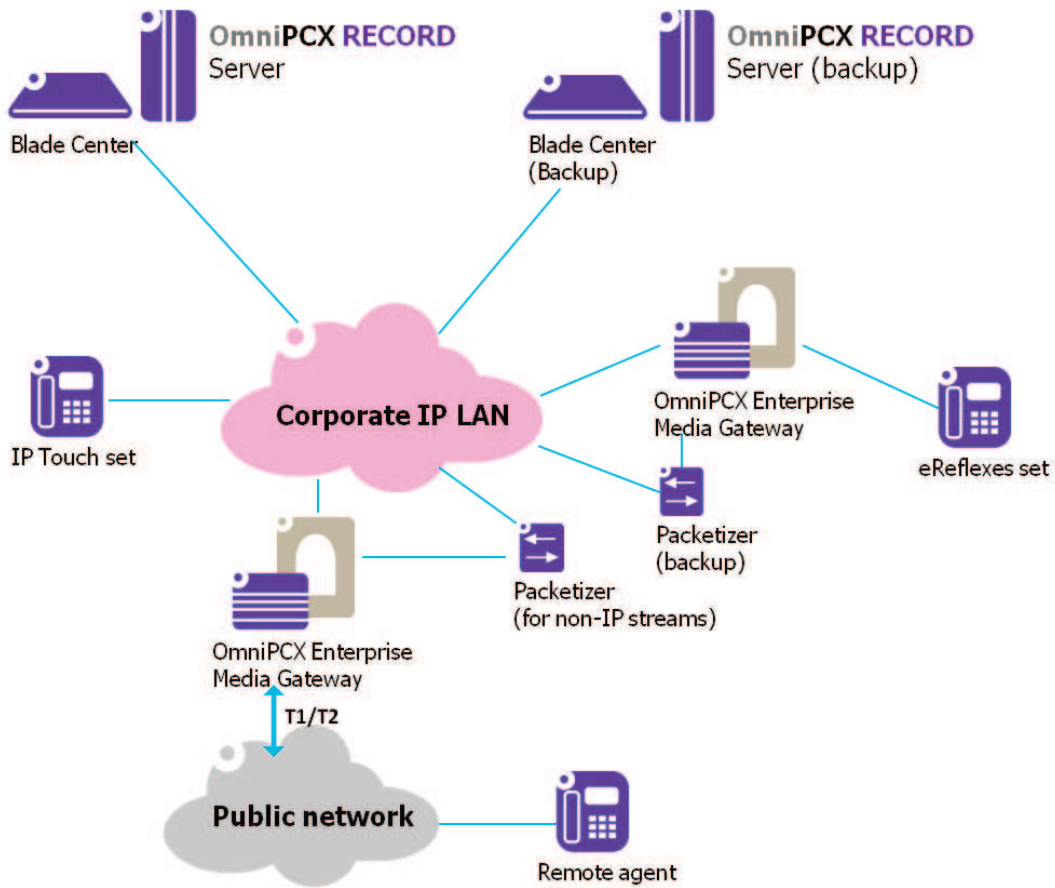
The following diagram illustrates a typical DR Link environment to record non-IP calls.



- The adjunction of the OmniPCX RECORD Packetizer (requiring a PCM card in the OmniPCX Enterprise) enables the recording of non IP voice streams on analog, IP Touch 9 Series, eReflexes, SIP phone sets as well as on DECT and wireless handsets
- In such a configuration, the OmniPCX Enterprise duplicates the audio stream internally and sends audio traffic via PCM card to the Packetizer
- The Packetizer then converts all TDM, analog or SIP streams to IP
- The CSTA DR link (Dedicated Recording link) captures all information linked to the call

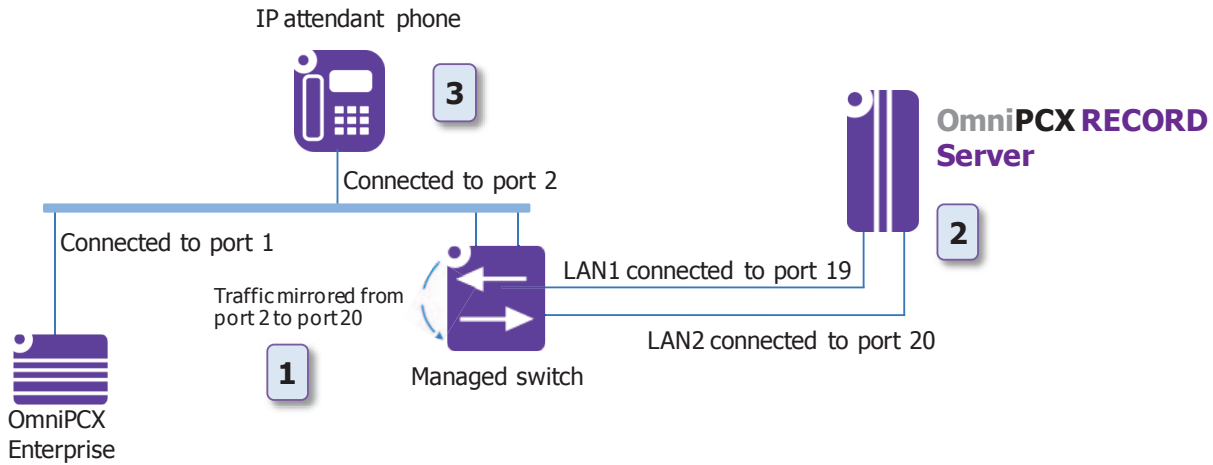
▪ Architecture 3: High Availability (HA) ‘Warm Standby’ mode

The following diagram illustrates typical redudned architecture.



In order to ensure maximum uptime, a secondary server can be added to the architecture. This server continuously monitors and synchronizes with the primary server. In case of failure, it will take over from the primary server, thus ensuring service continuity. Upon return to an active state, the original primary server will act as the new backup server.

▪ Architecture 4: IP Attendant recording



1 Attendant recording - port mirroring

In order for the attendant recording feature to work correctly, the switch port where the attendant phone is connected must be mirrored, and its traffic sent to the switch port connected to the LAN2 connection of the OmniPCX RECORD server. This LAN port will be used to capture the attendant phone traffic and record calls accordingly.

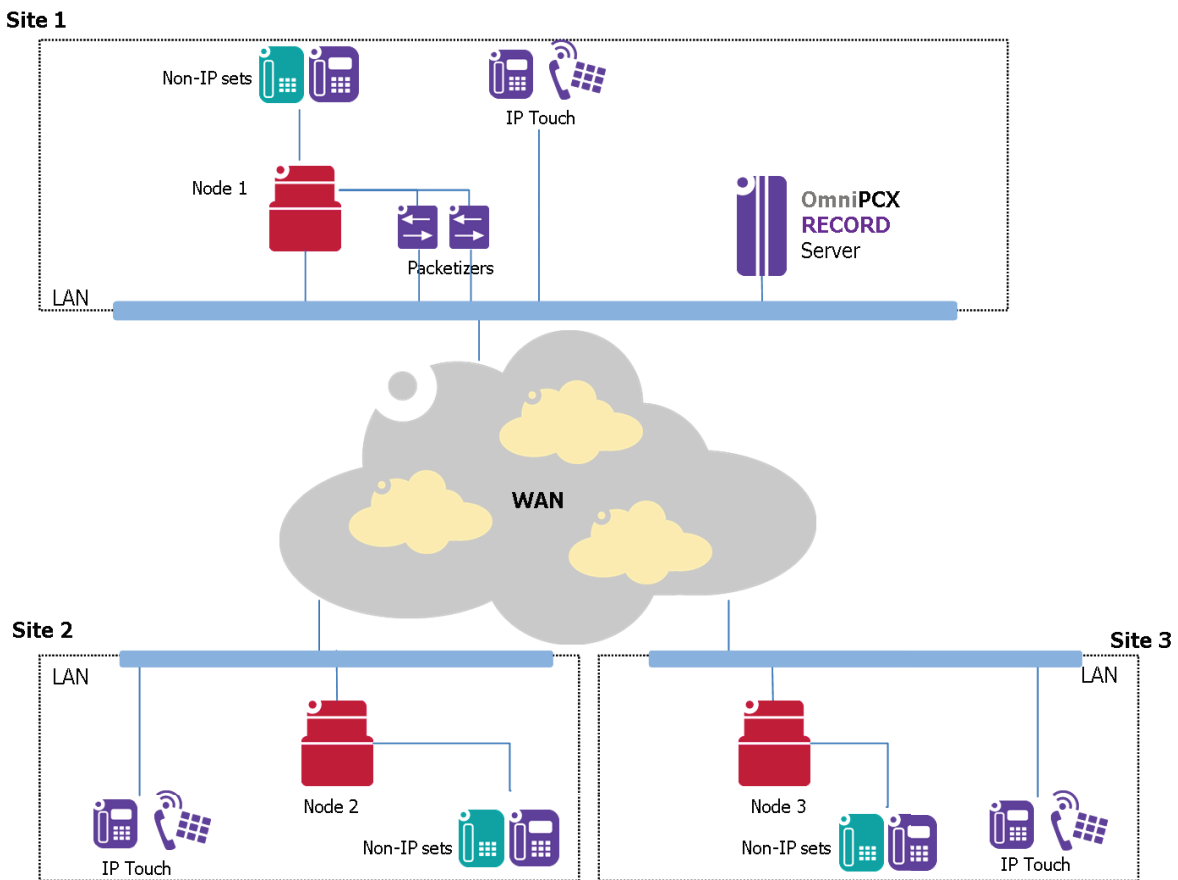
2 Dual LAN ports

In order for attendant phones to be recorded, the OmniPCX RECORD server must have 2 LAN connections.

3 Remote attendant recording

Should the attendant phone be connected to a remote node, the calls can still be recorded. In order for this so to happen, the LAN must be configured so that the attendant phone traffic is sent across the LAN and arrives at LAN2 connection of the OmniPCX RECORD server.

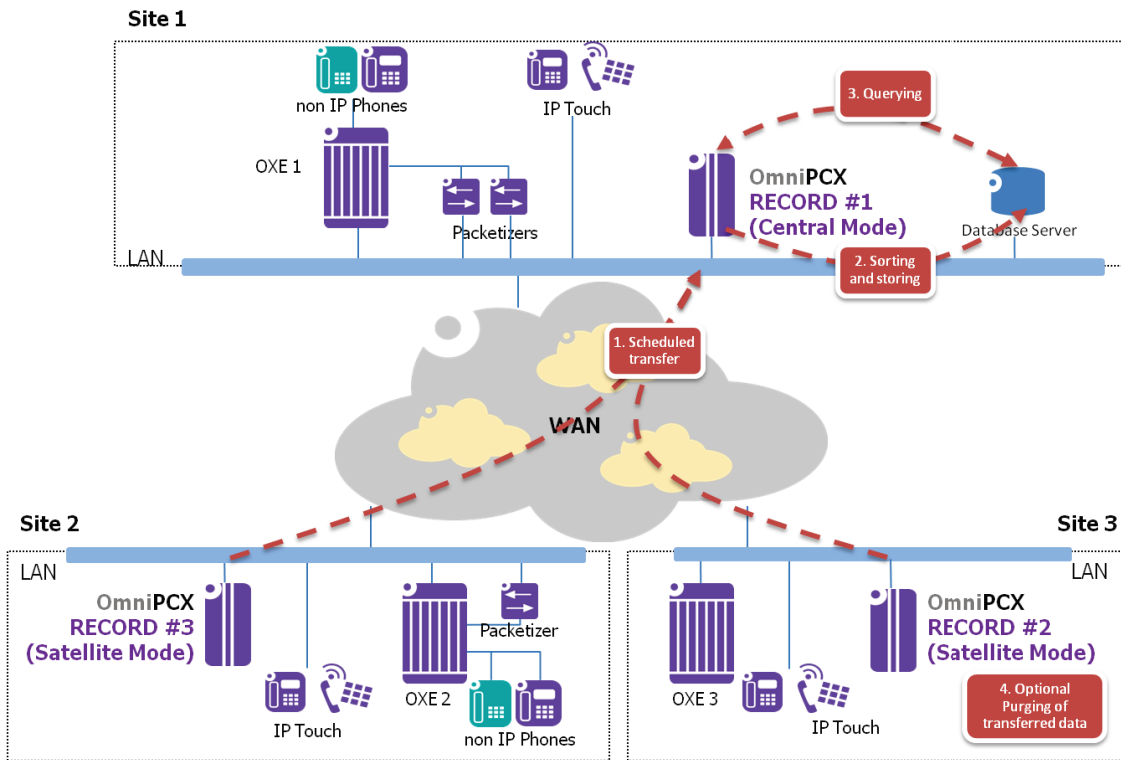
Architecture 5: Multinode and High Availability ‘Warm Standby’ mode



From Release 2.1, the "Multi Node" option provides the capability to monitor and record IP, eReflexes and even IP Attendant sets that are connected to up to 8 different remote nodes.

To ensure maximum uptime when disaster strikes, it also offers the ability to service secondary nodes in a High Availability (HA) ‘Warm Standby’ environment, ensuring that no calls are missed.”

Architecture 6: centralization mechanism

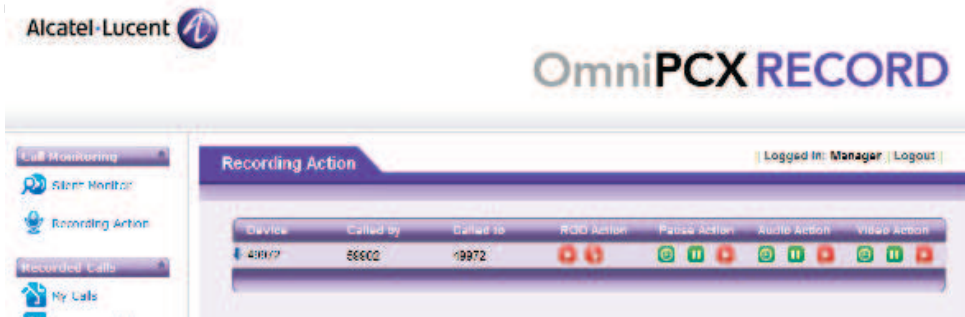


- 1 Data transfer from satellite sites to central site is scheduled to run at a predefined time/day/frequency.
- 2 The central site collects and organizes data.
- 3 This data can then be queried and showed for all sites.
- 4 An optional purge from satellite sites can free disk space if required using the purging utility.

Screenshots

RECORD

- Example of recording action screen

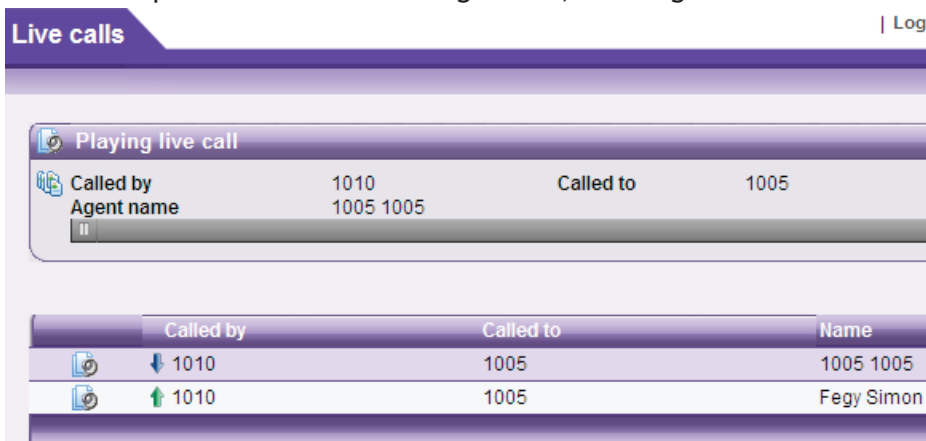


- Example of a recorded calls screen



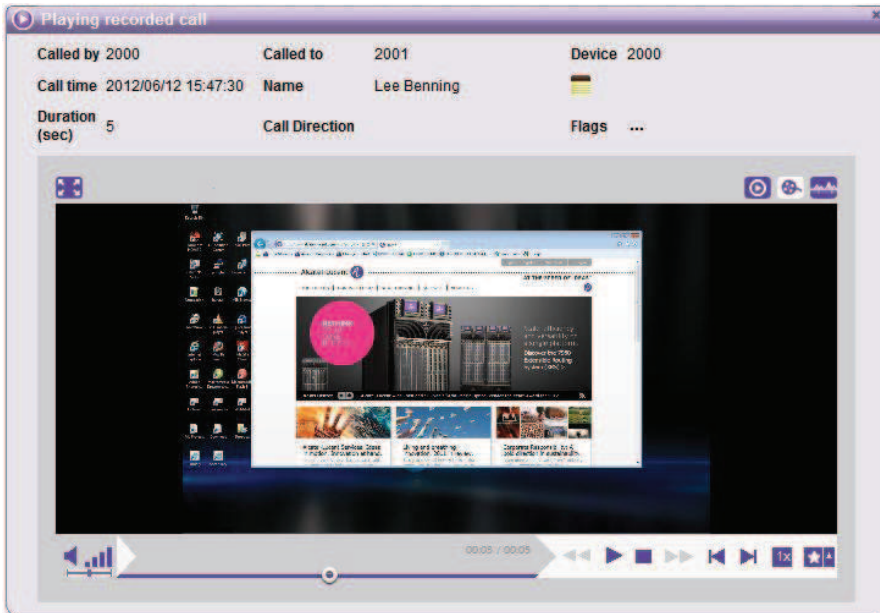
SILENT MONITORING

- Example of a silent monitoring screen, allowing to listen to live calls via PC speakers



SCREEN CAPTURE

Screen captures are viewed from an embedded screen within the RECORD interface. The capture window can be moved or displayed in full screen mode, by double clicking on the video area.



QUALITY MONITOR

Quality Monitor is a Call Quality Assurance module for use in conjunction with OmniPCX RECORD. The Quality Monitor module is fully integrated into the OmniPCX RECORD Suite and both share the same recording database.

Primarily, Quality Monitor is designed for the evaluation, tutoring and management of call centre agents, however, the solution also includes comprehensive reporting and statistics as well a dashboard, so that supervisors can both understand and improve the performance of their call centre.

The Quality Monitor module offers the ability for the supervisor to rapidly turn an evaluated call into a **tutorial** and automatically deliver it to the agent/user to provide him with desktop based coaching. The supervisor is also able to support their coaching comments with learning material e.g. best in class calls, with specific questions attached.

Quality Monitor **dashboard** offers a graphical analysis of the scorecards, as well as an agent performance summary on a weekly or monthly basis. Four customizable panels are available from the Dashboard.

Through **reporting**, Quality Monitor provides detailed information on how agents & teams are performing and can identify improvements but more importantly, areas for concern. The Quality Monitor logo can be customized to offer personalized reports.

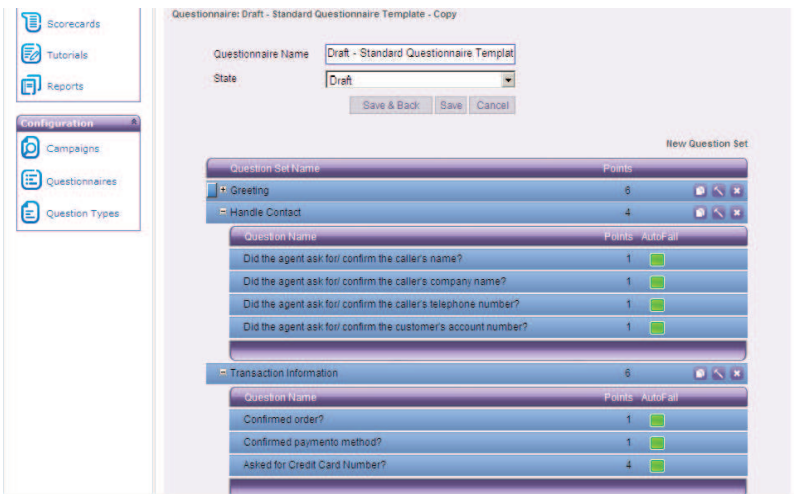
For more details about the use of the Quality Monitor module, please refer to the “Quality Monitor - Scorer Guide” available on the Enterprise Business Portal (Technical Support/Software Download section/OmniPCX RECORD Suite/documentation package (zip file)

- Example of an evaluation campaign settings

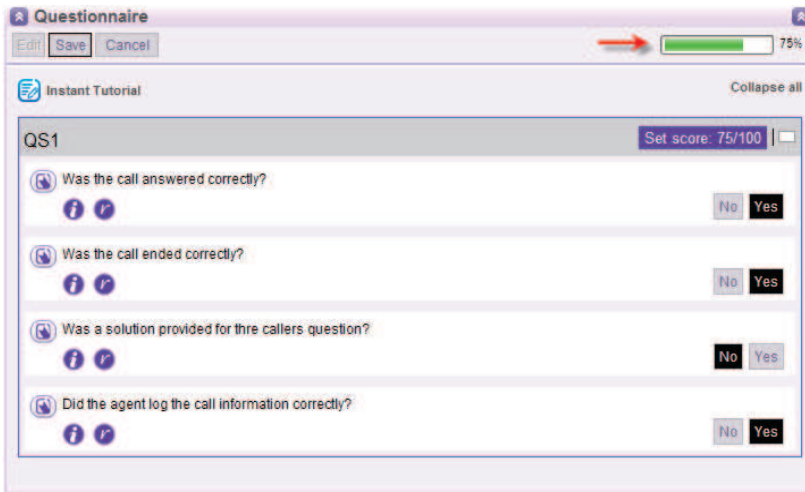
The screenshot shows the 'Campaign Detail' configuration page in the Quality Monitor interface. The page is titled 'Campaign Detail' and shows the user is logged in as 'A-L Administrator'. The configuration fields are as follows:

- Campaign Name:** Sales team campaign
- Campaign Start Date:** 30/08/2012
- Campaign End Date:** 01/12/2012
- Teams:** A list of teams is shown, with 'Product' in the 'UnSelected' column and 'Sales' in the 'Selected' column.
- Call Offer Method:** Sequential (unchecked), Random (checked), Cherry Pick (unchecked).
- Call Date and Time:** Occuring in past N Days
- Weeks *:** 999
- Other Criteria:** A dropdown menu with 'Add Criteria' and an 'Add' button.

- Example of questionnaire settings



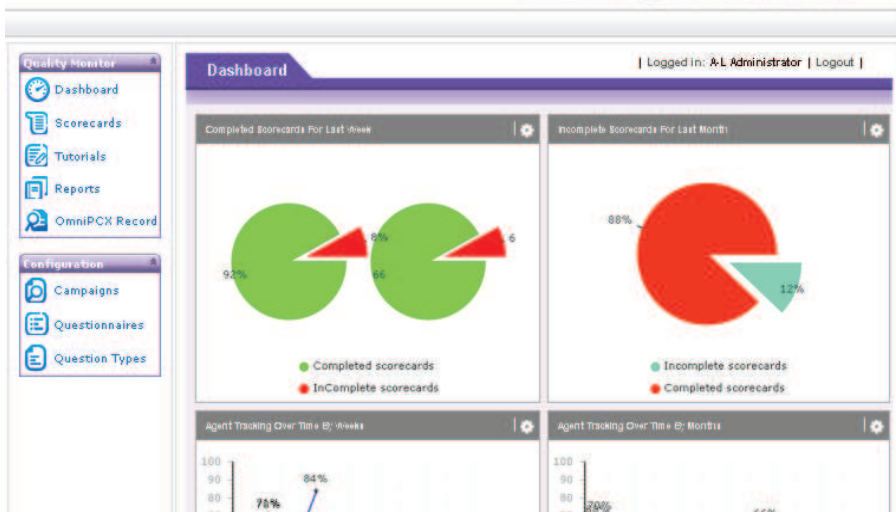
- Example of a scorecard



- Example of a Dashboard screen for performance reporting



Quality Monitor
OmniPCX RECORD



- Example of a report

The screenshot shows the Alcatel-Lucent OmniPCX RECORD Suite interface. At the top, there is a navigation bar with buttons for 'Report Options', 'Export Options', 'Export Button', 'Print Preview', and 'Print Report'. Below this is a browser window showing the report content. The main header includes the Alcatel-Lucent logo and the title 'OmniPCX RECORD Recording'. The report covers the period from 09/09/2012 12:00 AM to 10/09/2012 02:29 PM. A table displays call statistics for two dates: 10/09/2012 and 10/09/2012 14:00:00. Below the table is a graphical representation of the data, showing a bar chart with a legend for 'All Calls', 'Ignored Calls', 'Recorded Calls', 'Automatic Calls', 'ROD Calls', 'Retraactive Call', 'From Now Calls', and 'Silent Sessions'. The interface also features a vertical scroll bar on the right and a horizontal scroll bar at the bottom.

	All Calls	Ignored Calls	Recorded Calls	Automatic Calls	On-demand Calls	Retraactive Calls	From Now Calls	Silent Monitorin Session
10/09/2012	2.00	0	2	0.00	0.00	0.00	0.00	0.00
10/09/2012 14:00:00	2.00	0	2	0.00	0.00	0.00	0.00	0.00

Prerequisites

- The minimum requirements for the OmniPCX RECORD Suite application are detailed below:
 - Supported OmniPCX Enterprise release (please refer to the Alcatel-Lucent Product Release Lifecycle Policy)
 - IPDRLINK or DRLINK Recording licenses
 - For VoIP systems, QoS must be implemented
 - Dedicated server with Windows 2008 Web Server Edition R2 (64bit) in English with permanent licenses
 - For on-demand recording on XML IP Touch sets:
 - XML API Framework 6.0 or upper with XML IP Touch Basic
 - Number of users = Number of extensions
 - For non-IP recording:
 - PCMI card(s) is (are) required
 - For common hardware, you need to have one conferencing resource available per recording channel
 - Attendant Recording is based on switch port mirroring and the 4059EE's API
- The OmniPCX RECORD Suite can record all phones supported by the Alcatel-Lucent OmniPCX Enterprise except the TDM Attendant (analog, SIP, 8 Series, eReflexes, TDM, My IC Phone, My IC and IP Desktop Softphone)
- The OmniPCX RECORD Suite can record all calls made from cellular extensions using My IC Mobile
- The recording with IPDRLink is available for the following phones: 4008, 4018, 4028, 4038 and 4068, My IC* and IP Desktop Softphone. For all other phones, a Packetizer per set of 30 DRLink channels and DRLinks are required. For an exhaustive list of recorded phones, please refer to the "OmniPCX RECORD - Hardware & Software Specification.pdf" available on the Enterprise Business Portal.
- For server pre-requisites, and in case of on-line solution deployment assistance, please refer to this document available on the Enterprise Business Portal: "OmniPCX RECORD - Hardware & Software Specification.pdf"
- To use the Screen Capture module, specific Screen Capture Client software must be installed (available to all user profiles from the Tools Download menu of the web interface)
- For virtualization, the OmniPCX RECORD supports the VMware ESX/ESXi 5.x and above with the following requirements:
 - The virtualization infrastructure must provide to the OmniPCX RECORD virtual machine with the same minimum performances (CPU, memory, drive ...) as listed in the hardware requirements
 - The physical server that will be used to host the Virtual server must meet the required specifications to support the virtual machine. The specifications of the physical server must be obtained from the supplier of your virtual solution.
 - Net IOC must be activated
 - Alcatel-Lucent has validated such capability using VMware ESXi from 5.x.
 - The virtualization environment itself is not supplied and not supported by Alcatel-Lucent

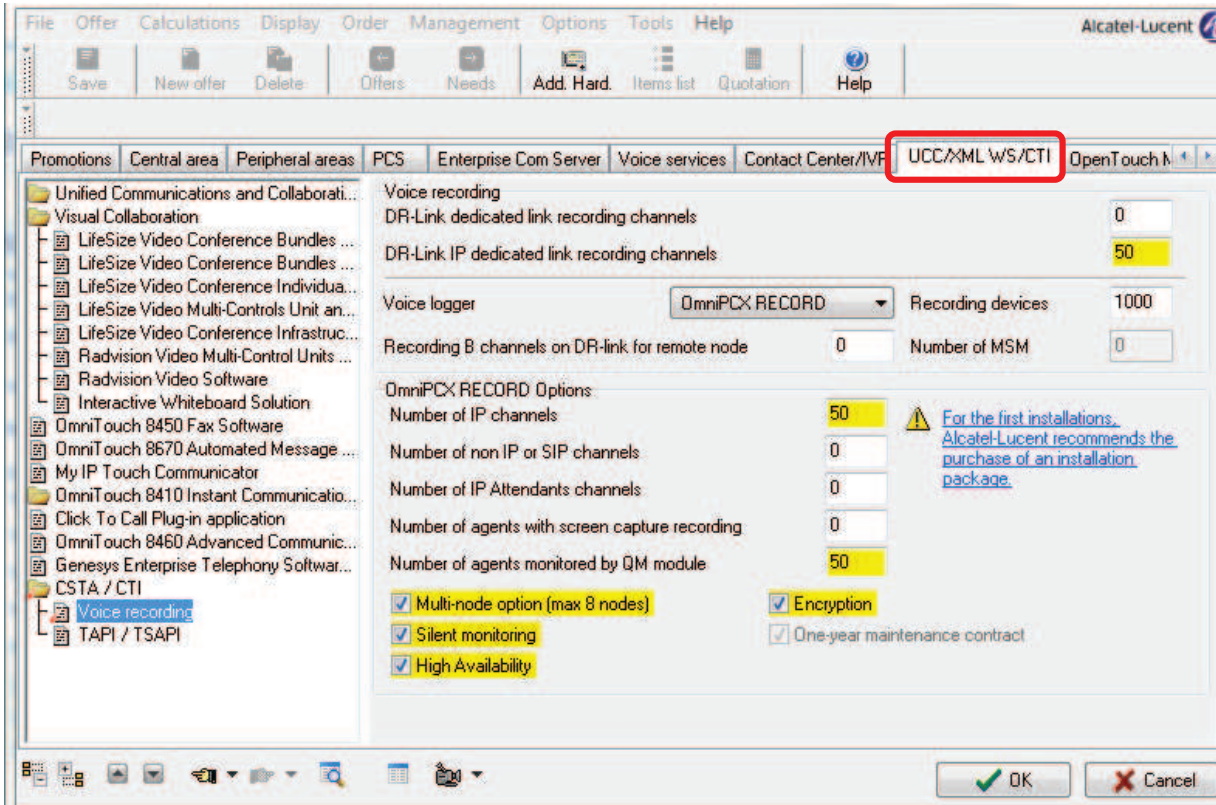
Note: The support of the OmniPCX RECORD by Alcatel-Lucent is restricted to issues that can be reproduced in a non-virtualized OmniPCX RECORD system. Any issue dependant on the virtualization infrastructure will have to be reported directly to the supplier of such solution.

** If My IC is used on a 4008, 4018, 4028, 4038 or 4068, it is recorded via IPDRLink. In all other cases, it is recorded via a DRLink.*

ACTIS configuration

UCC/XML XW/CTI tab then CSTA/CTI, Voice recording menu.

ACTIS will quote the OmniPCX RECORD configuration (licenses, hardware and support) within system limitations and makes it easy to order via eBay.



License consumption model

By default, one license is consumed as soon as a conversation is started. This is mandatory to enable the use of the retroactive on-demand recording (ROD) and silent monitoring features.

For customers who do not wish to use those features, it is possible to disable the retroactive on-demand recording. This will lead the system to consume a license only when recording on-demand is invoked. This way, fewer licenses are required albeit at a lesser level of features.

Quotation and Ordering

- Get a quote for the OmniPCX RECORD Suite from ACTIS:
 - Go to the section: “UCC/XML XW/CTI tab then CSTA/CTI, Voice recording menu
- Or get a quote from the Services Catalogue available in eBuy on the Alcatel-Lucent Enterprise Business Portal
Just pick the reference and order directly this application via eBuy on the Alcatel-Lucent Enterprise Business Portal
- A remote installation pack is orderable from eBuy to help Business Partners deploy the OmniPCX RECORD Suite on customer premises for following configurations:
 - Up to a maximum of 100 simultaneous conversations
 - Either IP only or Non IP only environment (no mix IP/non IP)
 - Not available for options (Quality Monitor, Silent Monitor, IP Attendant recording, multinode or High Availability ‘Warm Standby’).

Alcatel-Lucent Professional Services experts will remotely deploy the OmniPCX RECORD Suite on the customer server. To that end, we require a remote access to the machine (see Hardware/Software prerequisites document for supported remote access software) and a Business Partner engineer on site. The engineer will help with physical tasks such as hard reset, should they be required, as well as gain insight on the installation. This will enable him/her to take over the Customer solution with confidence to efficiently ensure its support and evolution.

- Please contact Alcatel-Lucent Professional Services to get a quotation for on-site assistance to installation
- A Specific Application Support (SAS) contract is mandatory the first year and automatically configured in ACTIS at purchase. The SAS contract offers vital remote maintenance, support and access to major software releases. A multi-year option of 3 or 5 years is also available.

Options

- Other customizations are possible on demand, such as:

- Additional languages for the interface
- Integrations with Third Party applications
- A training module of 3 hours on the OmniPCX RECORD Suite is available on-line from Alcatel-Lucent Enterprise Education Services
- A remote installation pack is available (see details above under Quotation & Ordering paragraph)

Download and install the application now and enjoy all its features for 45 days free of charge!

System Limitations

- 400 units* (400 simultaneous call recording in IPDR-Link architectures, or 270 in DR-link architectures or up to 100 simultaneous screen capture sessions).

System limits may vary depending on the customer environment and requirements, especially when optional modules are required. The customer infrastructure’s ability to support configurations above 400 units needs to be validated by Alcatel-Lucent Enterprise Services. Please contact us to discuss specific requirements for a tailored solution.

* For definition of a Unit, please refer to the "OmniPCX RECORD - Hardware & Software Specification.pdf", available on the Enterprise Business Portal

- Up to 400 Quality Monitor clients
- Maximum of 5 simultaneous supervisor silent monitoring sessions
- The OmniPCX RECORD can be installed on a virtual server; however, when installed in a virtual environment, some limitations apply as follows:
 - up to 140 simultaneous call recording units in IPDR-Link architectures or 90 simultaneous non IP
 - The IP Attendant is not supported
- IP Attendant limitations:
 - 4059EE only
 - Screen Capture not available
 - On Demand Recording will not work with IP Attendant Console handsets

- Calls can be searched on Time or Operator number
- High Availability in Warm Standby mode is not offered for IP Attendant Recording
- Hold Time is not recorded when an IP Attendant call is put on hold
- Encryption not offered for IP Attendant
- One single OmniPCX RECORD (or other voice recorder) per Alcatel-Lucent OmniPCX Enterprise
- External database:
 - The OmniPCX RECORD is based on Microsoft SQL Express. As such, it is limited to 10GB per database. The footprint for each call is quite small (1.5 KB) and therefore, the SQL Express version is suitable for most solutions. However, if the solution is to record a vast number of calls on a daily basis, it is recommended that a full Microsoft SQL Server is provided by the Customer
 - SQL Server Express edition is suitable for companies typically using up to 100 licenses, without options, with average activity and where regular archiving/purging is performed. It is available to download from the Microsoft web site and should be used in accordance with the manufacturer's recommendations
 - SQL Server Standard edition is recommended for sites with more than 100 licenses, using additional modules such as Quality Monitor or intending to keep records for a longer period of time. The SQL server software and its license are to be supplied by the Customer

IMPORTANT! If you intend to deploy any version of SQL server, other than SQL Express, then SQL must be installed on a separate physical server. Failure to do so may result in OmniPCX RECORD not functioning correctly and could invalidate your support contract

 - Either way, it is mandatory for the system administrator to monitor the database growth and perform the necessary cleaning operations to keep the database size within the server's working capacity.

Contact us

For more information about this solution, please contact our team:

professional.services@alcatel-lucent.com

Web site:

<https://businessportal.alcatel-lucent.com>

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