

Certified Interoperability

MetaSwitch leverages extensive experience in deploying multi-vendor networks to maintain one of the most comprehensive interoperability programs in the industry. Literally hundreds of devices from dozens of technology companies have been successfully tested with the MetaSwitch Class 4/5 softswitch solution and MetaSphere Application Suite.

Our partner interoperability program is designed to remove deployment hurdles and customer uncertainty. When a partner product is fully MetaSwitch accredited, customers can deploy it knowing that extensive testing has already been completed so that their networks will not become a lab experiment.

This depth of interoperability can only be achieved with partners, like CTI Group, that are as committed as MetaSwitch to successful implementation.

SmartRecord IP

SmartRecord IP is a hosted, carrier class, call recording solution. It enables service providers to offer tailored recording services to their VoIP enterprise customers.

As businesses, contact centers, and enterprises face increasing demands for call recording for regulatory, quality management, and legal purposes, call recording grows from a value added application to a necessity.

As contact centers become increasingly distributed and begin to leverage the benefits of hosted VoIP services, CTI Group's SmartRecord IP will help them drive efficiency, automation, and distributed workforce management into their communications infrastructure. By contrast, traditional premise based solutions are expensive, typically complex, and are not suitable for today's distributed workforces. SmartRecord IP enables service providers to offer this mission critical feature to their customers as an enhanced service; the enterprise customer does not have to tie up precious capital in hardware or software, further eliminating the risk of technology that becomes obsolete.

Service Provider Benefits

- **Increase Revenue** – Provide new customers with the tools they need to conduct business.
- **Increase Customer Satisfaction** – By providing customers with a comprehensive solution suite that addresses their current business requirements, customer satisfaction and loyalty is improved.
- **Extend Services Into New Vertical Markets** – Many vertical markets, such as contact centers, cannot be approached without basic call recording functionality. Extend the reach of hosted VoIP services into new markets through call recording.



CTI GROUP

- **Flexible, Global Platform** – SmartRecord IP is available globally on a flexible, scalable platform providing service providers worldwide with new product offerings.
- **Minimal Network Disruption or Changes** – As a function of the extensible SmartRecord IP platform, the service acts as a module of the MetaSwitch softswitch solution. Rerouting of traffic through recording servers requires a minimal amount of software configuration.
- **Minimal Customer Turn-Up Time** – New enterprise customers are easily administered through the service provider administration interface. Recording service is assigned to a new customer, or extended to existing customers, by simply adding the extensions to be recorded in the application.

End-User Benefits

- **Convenience** – Easy to use web interfaces, filters, descriptions, and comment annotation provide system users with tools to quickly find recorded calls.
- **Accessibility** – Recorded calls are viewed and accessed via standard web browsers and media players. Any user with a broadband internet connection and a media player can view and listen to recorded calls or calls in progress.
- **Cost Savings** – Minimal, common hardware and software is required to begin call recording.
- **No Latency** – CTI Group's platform introduces no latency into the audio stream.
- **Easy Administration** – Enterprise administrators determine precisely what calls are to be recorded based upon origination/termination numbers, date, time, and percentage of calls to be recorded.
- **Security** – Recorded calls required for legal, regulatory, or compliance purposes can be easily transferred from the SmartRecord IP system to the user's system individually or in batches.
- **Privacy** – Enterprise administrators select extensions for recording, thus allowing the business user to control recording of sensitive extensions or information. Recorded calls are available to system users on a permissions basis, as assigned by the administrator.



Features

SmartRecord IP offers the business user and contact center manager a variety of features based upon real world customer needs.

Recording

- Up to 400 concurrent channels of call recording on one recording platform
- Records all inbound, outbound, and internal call traffic
- Monitor calls in progress as the call occurs via the web browser interface
- Supports G.729 voice compression
- Comment and annotate recorded calls in order to locate them easily in the future
- Record calls based upon criteria such as percentage of calls to be recorded, dates, times, and numbers. Allocate extensions as "Do Not Record"

Playback

- Listen to recorded calls through the web-based interface.
- Non-proprietary Media Player – SmartRecord IP recordings are accessible by standard media players such as Windows Media Player or Quicktime. This means that there is no application for the user to install.
- Search for recorded calls based upon call information such as numbers, date, time, and comment information.
- Download calls directly from the web interface or using an FTP client.

- Permission Based Access – User administrators have the ability to create system users with limited access to calls based upon the call extension. This allows the call center manager access to the calls for their team, but other calls are off limits.

Integrated Solution

In order to meet the business customer's demand for a secure, feature rich, and flexible recording service, SmartRecord IP is fully integrated with MetaSwitch and MetaSphere elements, expanding the suite of available enterprise-focused services to include hosted call recording.

By offering this integrated solution, the service provider is assured that they will achieve maximum scalability over other methods of recording such as "packet sniffing".

SmartRecord IP leverages the MetaSwitch Call Agent and MetaSphere application platform to direct calls to the recording application. After recording is initiated, calls are then redirected back to the MetaSwitch Class 4/5 softswitch.

The configuration file manages call flow for both inbound and outbound MetaSwitch SIP channels, allowing the SmartRecord IP administrator to add new SmartRecord IP users, and to define SIP providers. The system also works well in situations where the RTP stream is totally decoupled from the SIP, as in a distributed Media Gateway environment.

The MetaSphere Application Platform controls the call flows for handling and routing inbound and outbound calls and if the SmartRecord IP Platform is not available for any reason, the calls continue to flow normally.

