Oracle Communications Interactive Session Recorder is the industry’s most scalable and easy-to-deploy Internet Protocol (IP) communications session recording solution. Designed to overcome the connectivity, security, and control challenges associated with capturing real-time session recordings in IP telephony and unified communications (UC) environments, the solution is highly extensible with a rich feature set. Service providers and enterprises deploy it in compliance and quality assurance applications, and enterprise IT organizations use it to deliver private cloud-based session recording services.

Overview

Based on closed architectures, conventional call recording solutions offer limited, low-level APIs, making it difficult to integrate recordings into the applications that enterprises use to run their business. Making matters worse, these legacy solutions are restricted to voice calls and can take weeks or even months to deploy.

Oracle Communications Interactive Session Recorder, in contrast, features a modular, software-based architecture and open web services APIs that enable rapid product deployment and straightforward integration into business intelligence, compliance, analytics, and quality assurance applications. Compared with traditional call recording solutions, Oracle Communications Interactive Session Recorder saves on capital expenditures by running on industry standard servers and saves on operating expenditures by dramatically lowering product implementation, integration, and training costs.

Oracle Communications Interactive Session Recorder supports both line-side and trunk-side recording, flexible storage and archival options, and multiple real-time IP communications session types (voice, video, chat, and data) and recording options. With support for Internet Engineering Task Force—standard Session Recording Protocol (SIPREC), the solution integrates seamlessly with other SIPREC-capable products, including Oracle Enterprise Session Border Controller (E-SBC) and products from other leading IP telephony and UC vendors.

Oracle Communications Interactive Session Recorder offers multiple redundancy options and is twice as scalable as alternative solutions, addressing the performance needs of virtually any organization, regardless of size or industry.

Applications

Oracle Communications Interactive Session Recorder supports a wide variety of recording applications, including those in the following areas:

- **Compliance.** Addresses industry and governmental requirements to capture, secure, and retain session recordings. Examples include Payment Card Industry Data Security Standard (PCI DSS), Health Insurance Portability and Accountability Act (HIPAA), Sarbanes-Oxley Act (SOX), and Gramm-Leach-Bliley Act (GLB).
• **Private cloud recording services.** Delivers secure, scalable, and flexible private cloud recording services to internal customers.

• **Contact center training and quality assurance.** Together with third-party solutions, improves customer satisfaction and optimizes contact center economics and productivity by recording and evaluating customer interactions and agent performance.

**Functions and Features**

Oracle Communications Interactive Session Recorder provides the following functions and features:

**Comprehensive Recording Capabilities**

Oracle Communications Interactive Session Recorder can record any type of real-time IP communications session—including voice, video, multimedia, and instant messaging sessions—in a variety of standard formats.

In addition to capturing the session itself, Oracle Communications Interactive Session Recorder collects meaningful metadata for each session such as telephone numbers (automatic number identification [ANI] and dialed number identification service [DNIS]), account numbers, hold times, and transfer numbers for session reporting and management purposes. The solution supports selective recording with start, pause, and stop options. It also provides whole session or percentage-based random recording options.

**Simple Representational State Transfer and VoiceXML APIs**

Oracle Communications Interactive Session Recorder provides rich Representational State Transfer (REST) and VoiceXML APIs for rapid integration with external applications and systems. These high-level APIs shield web developers from the complexities of the underlying IP communications infrastructure so they can focus on business innovation.

Developers do not need training in IP communications protocols—instead, leveraging simple web services calls to start, stop, tag, and store recordings. The APIs are well suited for integration with interactive voice response (IVR) technologies and for creating advanced search, playback, or analytics and business intelligence (BI) applications.

**Highly Scalable, Modular Architecture**

Oracle Communications Interactive Session Recorder is composed of two modular elements that enable the solution to cost-effectively scale from 400 to 4,000 sessions.

• **Control and Index Server (CIS).** The CIS selects, starts, and stops recordings using web services APIs, maintains metadata and indexes, and provides browser-based administration.

• **Recording and Storage Server (RSS).** Under the control of the CIS, the RSS records sessions and manages their storage and archival.

Both the CIS and RSS run on x86 server platforms or virtual machines, and one CIS can manage up to 10 RSS elements. The RSS can be deployed incrementally to efficiently meet expanding capacity requirements.

**Carrier-Class High Availability Operation**

Oracle Communications Interactive Session Recorder supports local and geographic redundancy for high availability (HA) operation. Session recorders can be deployed within a rack or data center for local redundancy or distributed across data centers for geographic redundancy. Session recording interface servers can be installed in a redundant fashion as well.

**Session Recording Protocol**

SIPREC is an industry standard, SIP-based protocol for recording voice and video sessions, which both Oracle Communications Interactive Session Recorder and Oracle Enterprise...
Session Border Controller (E-SBC) support. In a SIPREC-enabled recording solution, the E-SBC actively “forks” the media to Oracle Communications Interactive Session Recorder or another SIPREC-compliant passive recording server. SIPREC increases flexibility and eliminates vendor lock-in. It also simplifies IVR, contact center, and enterprise compliance recording functions. SIPREC enables organizations to consolidate recording infrastructure without compromising availability or scale.

Flexible Storage and Archival Options
Oracle Communications Interactive Session Recorder enables customers to protect and extend their IT investments by leveraging existing storage infrastructure for session recording. The solution can automatically archive recordings to installed network-attached storage (NAS) and storage area network (SAN) environments.

In a typical deployment scenario, Oracle Communications Interactive Session Recorder moves recordings from a session recorder to a NAS, and then, if needed, to a centralized SAN for long-term archival. Oracle Communications Interactive Session Recorder supports remote storage and archival to offsite locations as well, including cloud-based storage services.

Secure Partitioned Web Dashboard
Oracle Communications Interactive Session Recorder includes a browser-based GUI to efficiently search, manage, download, and play session recordings. It can be securely partitioned in private cloud applications.

Figure 1. Oracle Communications Interactive Session Recorder enables highly scalable and straightforward session recording for IP telephony and UC environments.