

Oracle Communications Interactive Session Recorder



KEY FEATURES

- Simple REST and Voice XML APIs
- Powerful recording controls
- IETF SIPREC trunk recording interface
- Highly scalable modular architecture
- Carrier-class high availability operation
- Synchronized capture and playback of audio streams and screen images
- Operates on any compatible Oracle Linux server or hypervisor
- Flexible, secure storage and archival

KEY BENEFITS

- Integrate with IVR, and business applications to automate compliance
- Capture specific interactions and eliminate unnecessary session data
- Rapid deployment and cost-effective scalability
- Reduce third party license costs
- Simplify storage and consolidate with enterprise NAS systems
- Swiftly index and retrieve recordings

For enterprises that need to record real-time voice communications, the Oracle Communications Interactive Session Recorder efficiently captures complete or specific interactions and, unlike legacy recording solutions, the ISR is easy to integrate into business applications, highly scalable and cost effective.

Overview

Enterprises need to record and store an increasing quantity of telephony sessions in order to monitor customer experiences, resolve disputes, maintain compliance and train contact center agents. Legacy call recording solutions are designed with a proprietary architecture that makes them difficult to integrate with business applications, prohibits direct access to underlying recording files and escalates costs and complexity.

The Oracle Communications Interactive Session Recorder (ISR) features a modern architecture with open interfaces to reduce enterprise recording cost and complexity. The solution dramatically simplifies the capture and storage of real-time IP communications sessions throughout the enterprise. Ideal for a wide range of applications, ISR leverages a modular design for superior scalability and economics, offers an extensive API set for ultimate extensibility and flexibility, and includes integrated support for screen recording using an industry leading user monitoring solution.

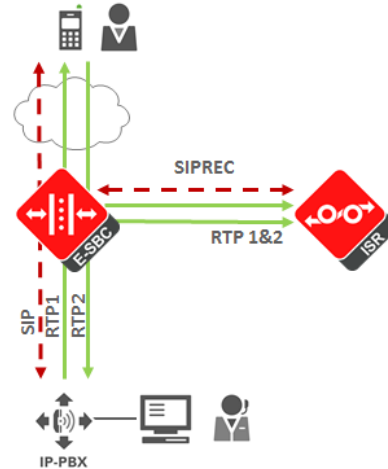
Record Only the Interactions Required

Compliance applications often require only specific interactions be recorded, such as IVR interactions and verbal authorizations. This can be complex and costly to execute with a legacy recording system. The target interactions may occur before the call is accessible by a recording system that is connected to an ACD. In addition, most legacy recording systems are designed to capture entire sessions, not specific portions of a session, resulting in unnecessarily large files and unwanted information. Finally, it is difficult to index legacy recordings for easy retrieval by business applications.

Standards-based interfaces enable ISR to efficiently capture specific interactions needed for compliance. ISR uses an IETF SIPREC interface to access sessions on enterprise network ingress, which enables capture of any portion of the session. ISR features programmatic controls that enable it to capture only the target interactions for optimum efficiency and support for redaction. And ISR web services APIs enable metadata to be added and edited by business applications for fast, easy retrieval.

“The Oracle Communications ISR was much easier to deploy than other solutions we tested. Its open architecture enabled us to integrate session recordings directly into the software we use to assure timely and high quality services for our customers.”

ANDRE LUPENKO
CEO
TELELANGUAGE



Trunk-side recording using IETF SIPREC interface

Scale to Enterprise Capacity

Bulk recording of entire communications sessions is another frequently required application. This type of recording taxes the performance and capacity of legacy recording systems. Costly and complex recording clusters outfitted with dedicated storage systems are needed to provide the required simultaneous session capacity. Third-party client software licenses are often required, which further increases costs.

ISR features a modular architecture and leverages enterprise storage networks for fast and efficient scalability. With capacity tested up to 24,000 simultaneous sessions in a single cluster, ISR is dramatically more efficient than legacy systems. NFS interfaces and flexible storage management rules enable enterprises to leverage their storage networks and recover capacity after aging. A network trunk interface can eliminate costly third party licenses.

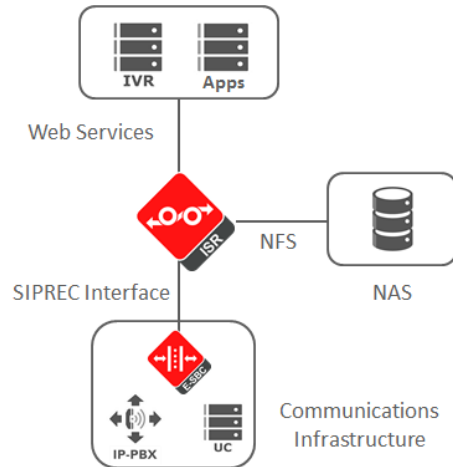
Increase Business Agility

Legacy recording systems are inflexible, proprietary and expensive. They are designed for quality assurance applications and laden with costly features that are un-necessary in many applications. Their limited, proprietary APIs make them difficult to integrate into modern business applications without costly professional services engagements. Their proprietary architectures are difficult to deploy and operationalize.

A flexible, open API-driven architecture enables ISR to be optimized for a wide range of recording applications, from compliance to quality assurance. By exposing rich web services APIs, ISR provides a more modular, cost-effective and future proof solution that enables business applications to easily access recordings. A fully virtualized solution, ISR can be deployed in a fraction of the time required for legacy systems and is easy to scale-up.

RELATED PRODUCTS

- Oracle Enterprise Session Border Controller
- Oracle Enterprise Communications Broker
- Oracle Enterprise Operations Monitor
- Oracle Communications Interactive Session Recorder
- Oracle Communications Converged Application Server
- Oracle Communications WebRTC Session Controller



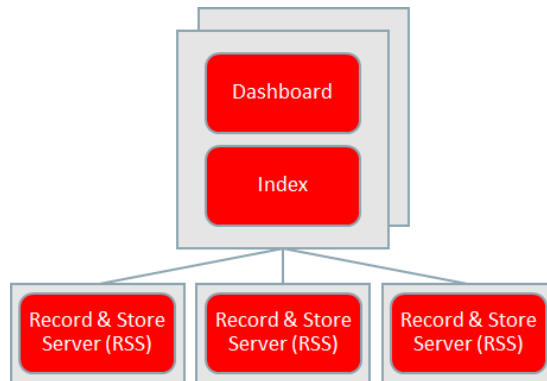
Open interfaces streamline deployments and simplify integration with business applications

Modular Architecture

ISR is based on a modular product architecture that enables cost-effective scalability. An ISR is composed of three distinct software applications designed to run on Oracle Linux: Record and Store Server (RSS), Index and Dashboard applications.

Record and Store Servers capture SIPREC sessions, control recording functions (select, start, and stop recordings), and manage their storage and archival. They are added to the network in an incremental fashion to support expanding capacity requirements.

The Index application oversees the RSSs. It maintains RSS configuration and stores recording metadata and indexes. The Dashboard application provides browser-based administrative interfaces. Up to two pairs of Index and Dashboard applications may be configured per ISR in redundant pairs.



Modular architecture enables smooth incremental scalability

Three optional applications provide incremental functionality: The Virtual Application Monitor can be added to the system to monitor processes and validate performance; The Remote Archival Webserver provides a SOAP interface that allows 3rd party applications to retrieve bulk recordings and metadata; The Feature for Aggregation and Control of Events (FACE) application provides high performance REST interface for integration with screen capture and other applications

Specifications

ORACLE COMMUNICATIONS INTERACTIVE SESSION RECORDER SPECIFICATIONS





| Feature | Description |
|--------------------------|--|
| Capacity | <ul style="list-style-type: none"> Up to 3,000 simultaneous recording sessions per RSS server; 300 sessions per virtual RSS server Up to 24,000 simultaneous recording sessions per cluster |
| Web services APIs | <ul style="list-style-type: none"> REST API for CTI, CEBP, business intelligence and analytics integration Voice XML API for integration with IVR applications and speech recognition systems SOAP API for bulk session transfer by analytics systems |
| Controls | <ul style="list-style-type: none"> Recording controls: Start/ Stop/ Pause, Record/Save Pending Recording file storage parameters: File Name, Encoding Add/Edit searchable metadata Retrieve recording for playback: Search using meta-data Mark recording for deletion |
| Storage Interface | <ul style="list-style-type: none"> NFS protocol for access to Network Attached Storage systems |
| Storage Management | <ul style="list-style-type: none"> Expiry / deletion: Based on policies with ability to override on a recording by recording basis Retention policies: customizable for up to 7+ years retention on a per account or policy basis |
| Screen Recording Support | <ul style="list-style-type: none"> Synchronized audio and screen capture, storage and playback in conjunction with ObserveIT user monitoring solutions |
| Media Support | <ul style="list-style-type: none"> G.711, G.729, G.722.1 voice CODECs Supports mid-call CODEC changes Speaker separated audio DTMF logging: RFC 2833 and SIP INFO PTIME value determined by CODEC |
| Graphical User Interface | <ul style="list-style-type: none"> Instant access to recordings (Listen, Download) Search (call/calling party, call time, other SIPREC meta-data) Multi-tenant capabilities Audit trails for any search, mod or review of recordings 4 permission levels (system management and access to recordings) |
| Operating System | <ul style="list-style-type: none"> Application for Oracle Linux 7 (not included) Disk encryption through Oracle Linux for secure recordings |

CONTACT US

For more information about Oracle Communications Interactive Session Recorder, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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