ALCATEL CTI RECORDING SOLUTIONS

1   Introduction

CyberTech delivers several Alcatel recording solutions. Each solution is highly reliable, easy to install and economical in use. Each solution uniquely enables organisations to achieve the highest levels of flexibility, quality assurance and liability protection while supporting existing hardware and infrastructure.

This document is intended to provide an overview of the CyberTech Active Recording solution. Recording methods for Alcatel recording offered by CyberTech are:

- CTI Passive Set Side Recording & CTI Passive Trunk Side Recording: The CyberTech Alcatel CTI Recording Solution and communicates with an Alcatel TSAPI Premium Server and receives the audio via parallel tapping of analogue and digital sets or a trunk.
- DR-Link Recording: The CyberTech Alcatel DR-Link Recording Solution is integrated with a CTI-enabled Alcatel PBX environment (OXE) and communicates with an Alcatel TSAPI Premium Server.Overview.

1.1   CTI Passive Set Side & Trunk Side Recording

- Audio is recorded from sets by means of parallel analogue or digital tap cards, and sent directly to the applicable Core Server / Satellite.
- Passive Set Side recording supports all analogue phone types.
- Please consult the applicable Connectivity Sheets (see note below) for an overview of digital phone types that are supported.

2 Overview

2.1 Passive OXE CTI Solution

- The CTI Events will start and stop recording channels
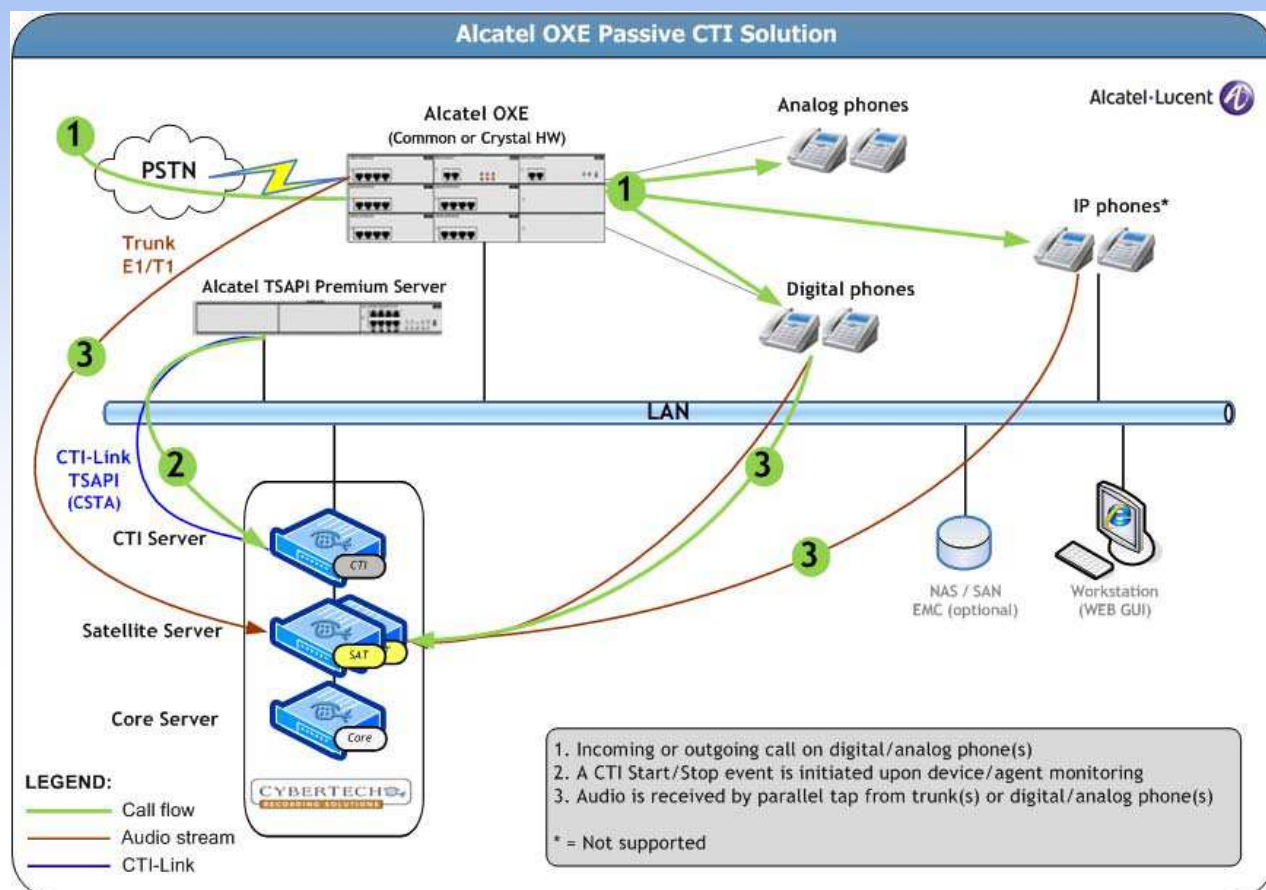- Only E1 Trunks are supported, T1 Trunks are not (yet) supported.

Figure 1: CyberTech – Alcatel OXE Passive CTI recording overview

2.2 DR-Link recording

- The Alcatel/CTI Recording Solution supports Alcatel DR-Link as active recording method. The figure below visualises the corresponding call and audio flows.
- In Alcatel/CTI DR-Link Recording, the DR-Link is a dedicated interface to the voice Recording Solution. Its working concept is as follows: Audio is retrieved from the E1 port on the PCM/(R)2 board, which is installed in the Alcatel OXE.
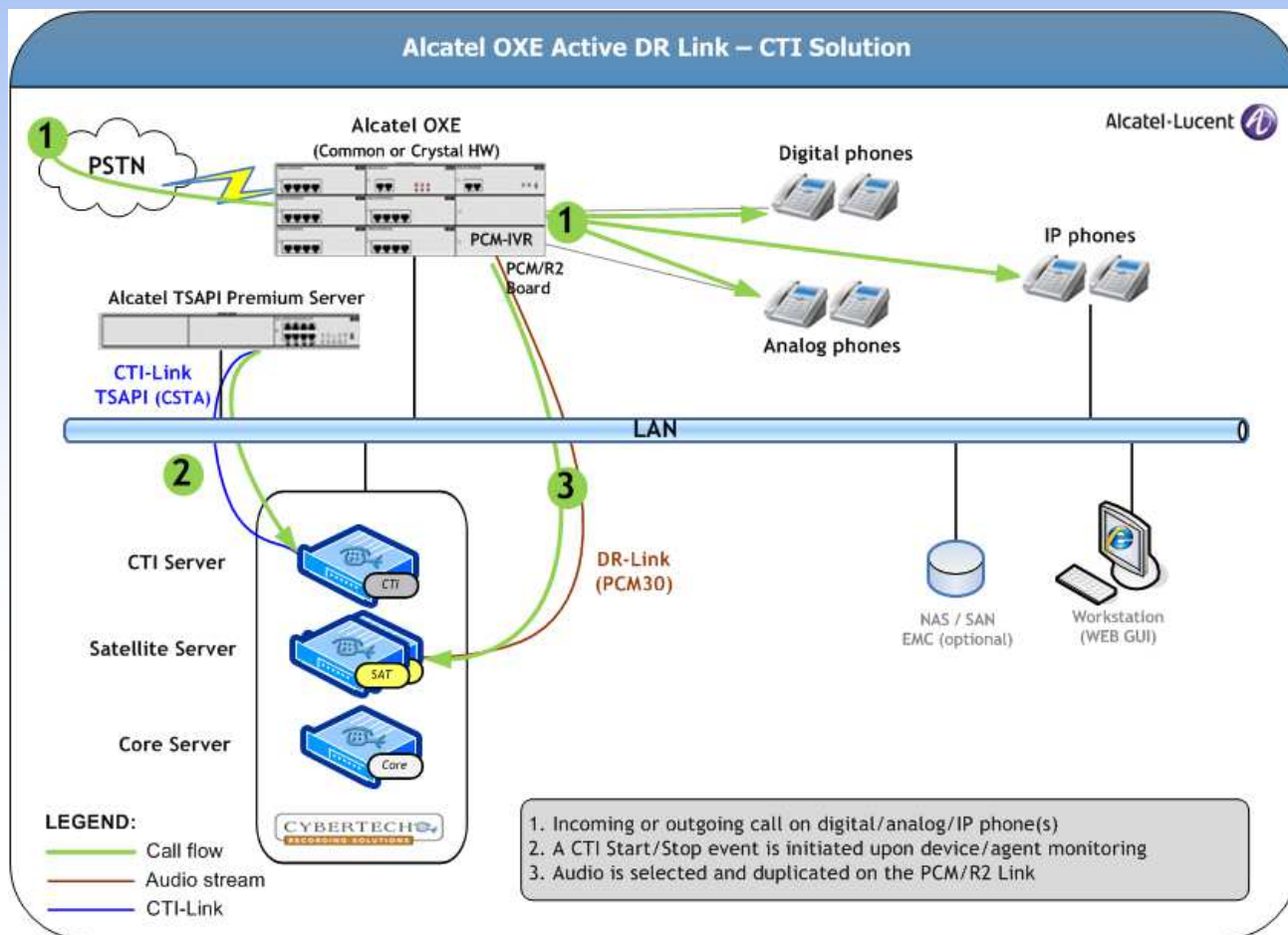

Figure 2: Alcatel/CTI DR-Link Recording

3   Features

This section describes the items that are supported by the Alcatel CTI-based Recording System. They comprise:

- Target types
- Features
- Extra fields / Alcatel call data
- Call scenarios
- Phone types
- Codecs

3.1 Target Types

The following target types are supported:

Target type	Supported	Not supported
Device	✔	
Agent	✔	

3.2 Features

The following features are supported:

Feature	Supported	Not supported
Free Seating for agents	✔	
Multiple Line Appearance	✔	
Recording of private calls in ACD environments	✔	

3.3 Extrafields / Alcatel Call Data

The following 'Extrafields' or 'Alcatel call data' are supported:

Name	Supported	Not supported
Added Phone	✔	
Agent ID	✔	
Alerting Phone	✔	
All Parties	✔	
Answering Phone	✔	
Called Party	✔	
Calling Party	✔	
Conference Parties	✔	
Diverting Phone	✔	
Failing Phone	✔	
PBX Call ID	✔	
Holding Phone	✔	
Last Redirection Phone	✔	
New Destination	✔	
Originating Phone	✔	
Phone Set / Device	✔	
Queue	✔	
Releasing Phone	✔	
Retrieving Phone	✔	
Transferred Phone	✔	
Transferring Phone	✔	
Trunk Used	✔	

3.4 Call Scenarios

The following scenarios for call recording are supported:

Scenario	Supported	Not supported
Inbound internal	✓	
Inbound external	✓	
Outbound internal	✓	
Outbound external	✓	
Attended Transfer	✓	
Unattended Transfer	✓	
Attended Conference (3-way)	✓	
Unattended Conference (3-way)	✓	
Call Pickup	✓	
Supervision	✓	
Forward	✓	
Hold	✓	
Line Toggling	✓	

3.5 Phone Types

The following phone types are supported per recording method:

Recording method	Supported Phone types
DR-Link	All CSTA-supported phone types
Passive Trunk Side + CTI (CSTA)	All CSTA-supported phone types
Passive Set Side + CTI (CSTA)	• Analogue phones • Digital phones as mentioned in Connectivity Sheet*

3.6 Codecs

Codec	Supported	Not supported
G711	✓	
G729	✓	
G722	✓	
G723.1	✓	

4 Requirements

- Parrot DSC Firmware Core version 4.22 or higher. (Consult the firmware history for details.)
- PCM/(R)2 board
- TSAPI Premium Server for support of DR-Link
- CSTA
- DR-Link license.

4.1 Alcatel Prerequisites

Before you install the components of the Alcatel/CTI Recording Solution, be sure to have verified the following preconditions on the 'Alcatel side' of the configuration. (Some apply to all recording methods, others only to DR-Link Recording.)

For both Passive and DR-Link Recording
- The TSAPI Server is properly installed and connected to the TSAPI Premium Client. (Consult section 6.1 'Verifying the TSAPI Server Connection' for details.)
- The Alcatel OmniPCX software (version 7 or higher) is installed.
- The license information on the Alcatel system is verified. (Consult section 5.5.1 'Alcatel Licensing' and the applicable Alcatel manual for details.)

For DR-Link Recording only
- The Alcatel PCM/(R)2 board(s) is/are installed in the Alcatel OXE, including the applicable license(s). (Consult section 5.5.1 'Alcatel Licensing' for details.)

4.2 Requirement from CyberTech

- Channel licenses for each phone/extension that needs to be recorded
- In case of DR-Link an E1 Trunk is required. First 8, 16, 24 E1 Channel boards are supported as well.
- CTI Server Software license for Cisco active VoIP recording*
- At minimum 2 short size PCI(e) boards will be installed:
  1. 1 Server Solution   (Core/Satellite/CTI)   **1-64 Channels**
     - 1 PCI(e) Short Size slots required
     - 1 Server required for total solution

  2. 2 Server Solution   (Core/Satellite + CTI)   **65-168 Channels**
     - 1 PCI(e) Short Size slots required in Core/Satellite server
     - 2 Servers required for total solution

  3. Multiple server solution (Core + Satellite + CTI)   **169 or more channels**
     - 1 PCI(e) Short Size slot required per Satellite Server
     - 3 Servers at minimum required (1 satellite server per 480 channels)

- CTI Server hardware requirements per CTI server are
  - One Quad Core CPU, 2.0GHz, 2GB RAM   **Up to 240 targets**
  - Two Quad Core CPU's, 2.0GHz, 4GB RAM   **Up to 720 targets**
  - Two Quad Core CPU's, 2.53Ghz, 4GB RAM   **Up to 1200 targets**