



CISCO SELECTIVE GATEWAY RECORDING

INTRODUCTION

CyberTech has introduced Selective Gateway Recording on Cisco. By integrating data from the Call Manager and voice from the Gateway, CyberTech can offer Selective Recording functionality in a resilient, easy to install and cost effective way. In addition to 'passive' and 'active' VoIP recording solutions, the Gateway Recording for Cisco is another way of enabling organisations to achieve the highest levels of flexibility, quality assurance and liability protection while supporting existing hardware and infrastructure.

OVERVIEW

Cisco Selective Gateway Recording uses two inputs to provide a complete picture of recorded calls: the Cisco Gateway and the Cisco Call Manager.

Audio is recorded from the Cisco Gateway. Recordings are made of calls to and from specific extension numbers. When a call is detected from one of the pre-defined extensions via a Gateway, the Recorder will start recording this audio (which must not be encrypted). Both inbound and outbound calls of the pre-defined extensions can be recorded.

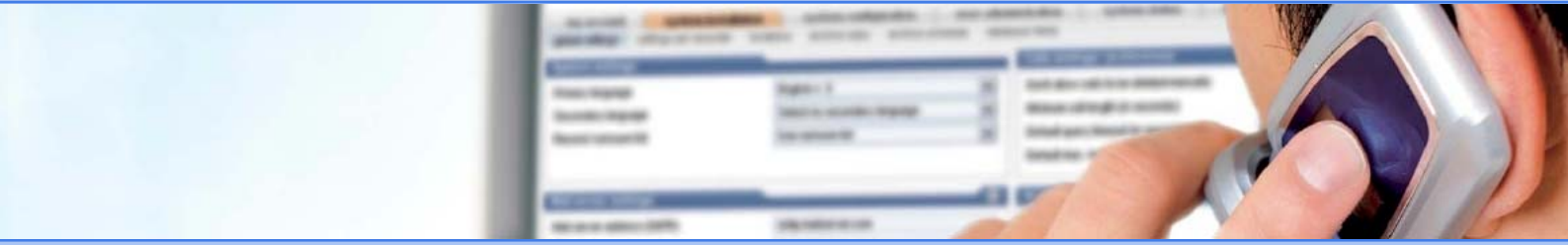
Data for the recorded phones, such as called party information and extension number, is retrieved from the Cisco Call Manager and added to the call audio file.

FEATURES & BENEFITS

The major benefits of the Cisco Selective Gateway Recording are:

- **Selective** – only the extension pre-defined will be recorded.
- **Efficient** - the number of required VoIP recording channels is the number of simultaneous to be recorded extensions.
- **Expandable** - accommodates multiple, redundant or remote gateways.
- **Cost effective** – avoids necessity of Cisco CTI licenses.
- **Resilient** – provides a redundant, reliable recording solution with standard resilience options including 2N and support of Cisco Survivable Remote Site Telephony (SRST).
- **Easy to implement and maintain** – only two span ports need to be linked to the recorder.





ARCHITECTURE

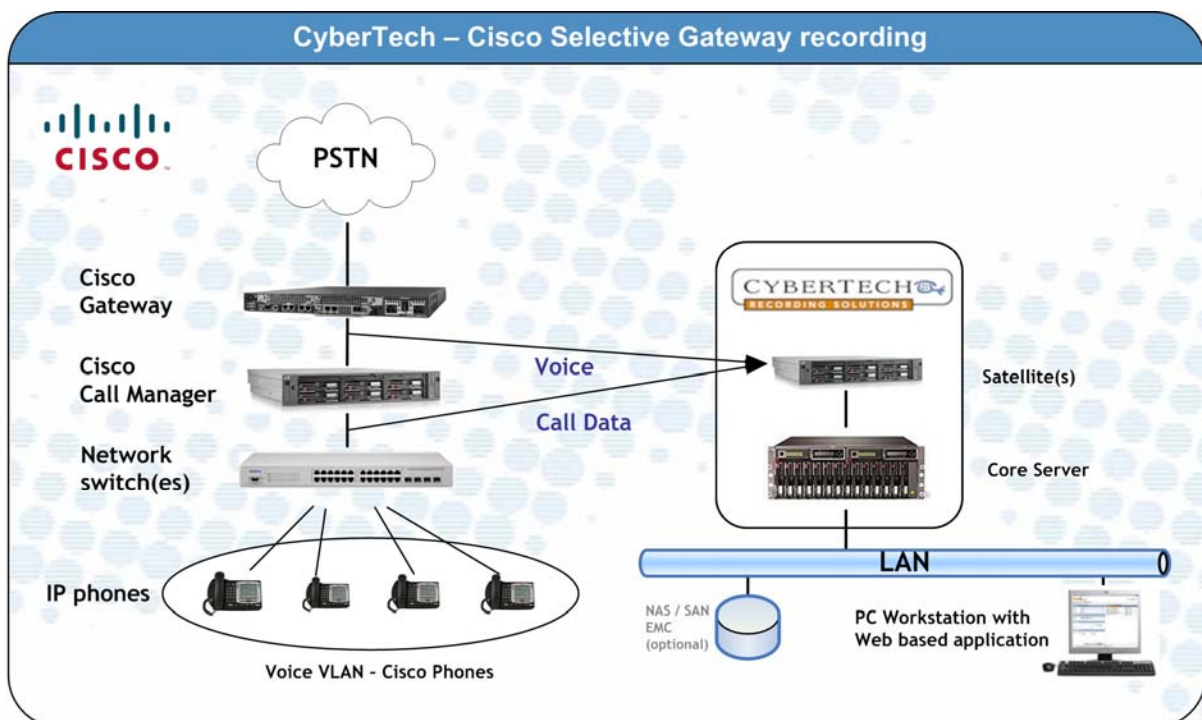
Required from CyberTech for the Cisco Selective Gateway recording solution are:

- A CyberTech board with VoIP licenses for the number of recording channels
- Optional G729 licenses
- The “Cisco Selective Gateway recording” server software
- Server and optional Satellite hardware (COTS)

With 64 or fewer recording channels, all software can be installed on one Server in a MYRACLE configuration. With more than 64 channels, but 168 or fewer, all software can be installed on one Server in a PRO configuration. With more than 168 channels, additional Satellites are needed. Each Satellite contains a CyberTech board with max. 240 VoIP licenses.

CYBERTECH RECORDING SOLUTIONS

CyberTech Recording Solutions are the first open and secure recording solutions designed to use industry standard hardware and software. This advanced technology is being used by the world’s leading financial institutions, governmental and public safety organisations and contact centres. By taking advantage of commercial off-the-shelf hardware and customer provided network storage devices, this future-proofed solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality while reducing a firm’s total cost of ownership. This flexible, multi-media product delivers high quality recordings of traditional or VoIP telephony, data and workstation screens for all applications including verification and compliance, dispute resolution, training and quality monitoring.



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