



CYBERTECH RECORDER API SDK

BUILDING APPLICATIONS

The **CyberTech Recorder API Software Development Kit (SDK)** provides System Integrators with a comprehensive set of routines, protocols and tools for building software applications on CyberTech's Recording Solutions. It is designed to enable application developers to access the CyberTech recorder in a conditioned way. The API supports e.g. addition of custom data to call database records and creation of 3rd party search and replay applications.

It enables full integration of the CyberTech Recording Solution application into the customer's IT environment. The CyberTech Recorder API has been implemented as a client/server application. The server component resides on the CyberTech recorder. The connected client components reside on client PC's in the 'recorder network'.

FEATURES

The list below shows some of the functions available via the CyberTech Recorder API. The Recorder API reference manual describes all API functions in detail.

Common functions

- Retrieving user, channel*, call data information
- Registering and un-registering of free-seating users
- Retrieving audio from the recorder

Access to

- Powerful and flexible search capabilities

historical data

- Access to all available call data

Modify parts of

- Modify parts of the stored information

historical data

Real-time functions*

- Receiving start and stop events
 - Start/stop recording on demand
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Access to the API functions is granted on basis of the user permissions configured in the connected CyberTech Recording Solution.

*) See limitations on back for details on real-time functions.

LIMITATIONS

The following API functions are **only** available for recorder channels residing on the recorder chassis that runs the Recorder API server component:

- Detailed channel information (in-sync/recording)
- Real-time events
- Starting and stopping recording

REFERENCES

The following documentation is available for the CyberTech Recorder API SDK;

- Installation manual
- API Reference manual

COMPATIBILITY

The CyberTech Recorder API requires the following environments:

API Server component

- Windows Server 2003 WE or Windows XP Professional
(including Microsoft .NET framework v2.0)
- CyberTech PRO/Myracle Release 3 + Feature Pack 1.7 or higher
- A license is required to run the Recorder API

API client component

- Windows Server 2003 WE/Windows XP Professional/Windows XP Home edition
(including Microsoft .NET framework v2.0)

SUPPORT

To support programmers who are using the CyberTech Recorder API SDK, CyberTech provides a dedicated support package. This package includes e-mail and telephone support during CET office hours, training and access to the CyberTech Recorder API website.

The support website for the Recorder API provides:

- All API software versions and updates for download
- Sample code and applications
- CyberTech Recorder API FAQ
- News and events
- References
- Documentation: Release history, Manuals, Presentations/trainings and Service notes

TOOLS

To aid application development on the CyberTech Recorder API, CyberTech provides the Recorder API demo tool. The demo tool allows (single step) manual execution of all available API commands (including parameter entry) and display of API responses. The demo tool is a powerful tool for debugging your application software.