



CALL RECORDING SOLUTION FOR AVAYA PLATFORMS

MiaRec is a proud member of the Avaya DevConnect program, providing call recording and contact center solutions that are tightly integrated and 100 percent interoperable with Avaya's communications systems.

MiaRec's flexible architecture allows deployment in any business environment, from small contact centers to global enterprises with multiple locations and complex networks. MiaRec supports centralized call recording across multiple locations and delivers industry-leading performance. It can record 1,000 calls concurrently on a single server, and multiple servers can be deployed for greater capacity.

MiaRec's integration with Avaya business communications products provides Avaya customers with reliable, advanced, feature-rich contact center solutions, helping customers maximize their ROI in Avaya infrastructure.

MiaRec has fully integrated its award-winning Call Recording and Quality Management software with Avaya Aura Communication Manager, Avaya Aura Application Enablement Services (AES), and Avaya IP Office.

SUPPORTED INTEGRATIONS:

- DMCC-based call recording on Avaya Aura Communication Manager platform
- Port mirroring based call recording on Avaya IP Office platform

MIAREC SERVER REQUIREMENTS:

- Windows Server 2003, 2008, 2012, 7, 8, 10 (32 or 64 bit) operating system or Centos/RedHat 6/7 (64-bit)
- 1,000 concurrent calls per server - additional servers can be deployed if higher capacity is required
- 145,000 hours per 1 TB disk space

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER



TOP FEATURES:

- **Centralized web-based access and administration**
Authorized users can quickly and easily access call data via MiaRec web-based interface across any number of locations
- **Enhanced search capabilities**
Call recordings can be searched and filtered based on many call parameters, such as agent's name, extension, customer's phone number, date/time, etc.
- **Multiple recording modes**
Automatic 100% call recording, selective, and on-demand call recording options
- **Advanced security**
Role-based permissions, rock-solid encryption, file watermarking, and audit log ensure compliance with the highest security standards
- **Compliance-ready**
Pause/resume functionality and advanced security features for PCI and HIPAA compliance
- **Live Monitoring**
Monitor employees' calls in real time to guide and support agents to deliver optimum customer service
- **Agent Evaluation**
Monitor and evaluate agent performance using built-in customizable scorecards
- **Comprehensive reporting**
Generate statistics for calls, days, groups, users, and agents' performance with MiaRec's comprehensive reporting features

NETWORK ARCHITECTURE

MiaRec Call Recording and Monitoring Solution supports multiple methods of recording in Avaya environments.

DMCC-based call recording on Avaya Aura Communication Manager

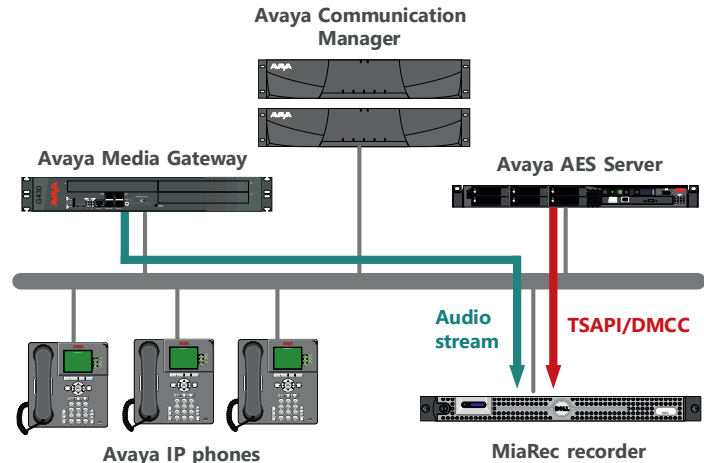
Devide Media Call Control (DMCC) is an API (Application Programming Interface) that gives you the ability to record calls directly from Avaya Communication Manager.

How it works:

MiaRec establishes a network connection to Avaya Application Enablement Services (AES) server via TSAPI protocol for the purpose of monitoring call states of agents. Once call is established, MiaRec uses DMCC API to initiate a single-step conference between the recorded user and virtual softphone. A pool of virtual softphones is created by MiaRec to receive media for the recorded agents' conversations.

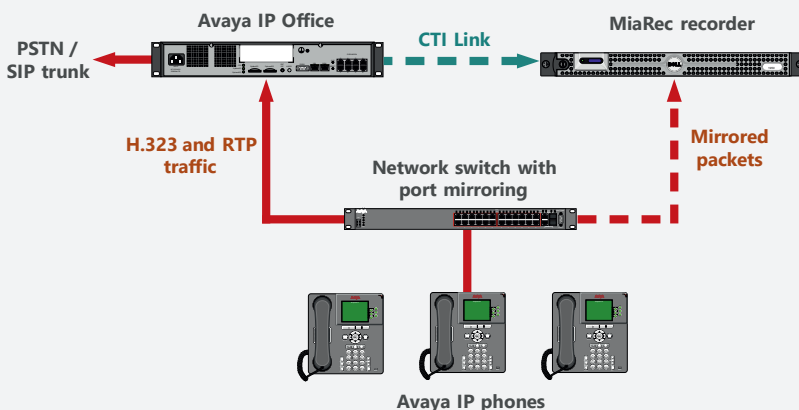
Requirements:

- Avaya Communication Manager v.5.0+
- Avaya Application Enablement Services (AES) server v.4.1+
- TSAPI Basic License per each recorded extension
- TSAPI Basic License per each monitored ACD Splits / Hunt Group
- TSAPI Basic License per each recording channel (virtual softphone)
- Avaya IP-API-A License (DMCC / CMAPI) per recording channel (virtual softphone)



Benefits:

- Software-only solution - does not require telephony boards or any wiring beyond a typical network infrastructure
- Records Analog, DCP and IP phones
- Supports remote call center agents



Avaya IP Office call recording

MiaRec uses unobtrusive packet sniffing technology to record calls on Avaya IP Office platform.

MiaRec establishes a network connection to Avaya IP Office using CTI Link API to receive call metadata for the recorded conversation. Media is captured directly from a network switch that supports port mirroring.

Requirements:

- Avaya IP phones only - digital or analog phones are not supported
- CTI Link Pro license for Avaya IP Office
- Network switch with port mirroring support