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Active Recording for IP Office

Active Recording is a software solution that provides a more affordable way for you to record any call coming in, out, or within your company. In addition, no recording hardware is required so an Active Recording deployment may be 100% virtualized. Active Recording is only available on Avaya Call Reporting.*

IP Office 10.1.5 or 11.0.0.2 build 23 or above are supported.

Unique Features

Active Recording has the ability to not only record inbound and outbound calls, but also gives you the option to record internal calls. There are customizable features so that you can decide which calls are being recorded.

Because Active Recording is managed by Avaya Call Reporting's Recording rules, you can set up triggers for recordings. For example, if you want to view all recordings that have a hold event, you can go to your filter settings, make the adjustments, and execute your Cradle to Grave results.

With Live Listen incorporated into Active Recording, you can now listen to calls as they are happening.

Existing Features

Active Recording has the built in features you are accustomed to with Avaya Call Reporting. This includes features like download, email, and generate external listen link. You can also create a snippet of the recording, pick from different playback speeds, and add notes to a recording.

Avaya Call Reporting provides users the ability to delete recordings when needed, but logs the data in an audit trail for compliance purposes. You can also mass export and delete recordings and data when needed for GDPR.

Active Recording provides users the ability to pause and stop the recording on demand. Using Avaya Call Reporting's API, you can automatically stop the recording when a user clicks on a particular web page or clicks in a credit card field.

Platform	Total Active Recording Port Capacity
IP Office Server Edition running on Dell R230	80
IP Office Server Edition running on Dell R360	80
IP Office Server Edition running on ACP110 (Dell R640)	80
IP Office Server Edition OVA	80
Select running on ACP 110 (Dell R640)	160
Select OVA	160
IP500 V2	40
IP500 V2 in Small Community Network	40 per IP500 V2 Control Unit

Maximum Recording Port Capacity

Active Recording requests the audio through the Devlink3 interface. Based on your IP Office environment you can use the Active Recording Capacity matrix to determine the max number of simultaneous calls you can record using Active Recording.

If you need additional recording capacity, Active Recording can be used in conjunction with Voicemail Pro ports, and/or VRTX call recording.

*Partners selling Avaya Call Reporting to Powered By clients need to test the product in their environment before selling it. Xima Software will provide an NFR (not for resale) serial in order for partners to test their environment.

