

Call Recording Need-to-Knows



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Through Avaya Call Reporting Recording Library, you can access your recordings with its easy-to-use interface. There are a couple processes we use to record those calls: Voicemail Pro and Active Recording. Voicemail Pro records your calls and stores them to your server through Voicemail Pro ports and ACR recording ports. Active Recording records live audio packets via RTP stream as they're being sent through the phone system. Active Recording only requires Avaya Call Reporting Recording Library and the appropriate number of recording ports.

Compliance

Recording Announcement

Whether you need to notify your employees and customers about their calls being recorded differs depending on the country and region. The safest approach is to always notify everyone that their call may be recorded.

MFID II

Document and safely secure all calls that may result in transactions. Notify the customer that the call is being recorded and store the data for a minimum of five years.

HIPAA

All patient medical information must be safely stored and shared electronically.

PCI DSS

For companies that accept, process, and store credit card information, there are set rules for securing your network, encrypting the calls, ensuring software security with restricted access, and maintaining retention policies.

General Data Protection Regulation (GDPR)

Must provide protection from privacy breaches and data breaches.

How We Comply

Privacy Tools

In order to comply with the GDPR, Avaya Call Reporting provides the ability for clients to request that their information be deleted or that their information be sent to them when needed.

API and Pause Permissions

Avaya Call Reporting provides users both a manual pause capability and a web-based API to automatically stop and pause recordings based off the agent's desktop activity.

Encryption

Avaya Call Reporting provides multiple layers of encryption including MD5, PBE, and DES.

Retention Policies

Avaya Call Reporting allows each customer to set their own retention policies and storage location (drive pooling). Calls can be saved for days, months, or years depending on the hard drive size.

User Based Access Control

Avaya Call Reporting allows unlimited logins with user access controls. This means you can specify which users have access to which recordings, and what feature permissions they have. (i.e., listen, download, and delete)

Server Requirements

| | |
|-------------------------|--|
| Format | Downloadable setup file |
| Database | BlueDB (Open Source) |
| Web Server | Apache Tomcat |
| User Interface | Web Interface and Avaya Call Reporting Desktop Application |
| Avaya IP Office | Release 10.1 and above |
| IP Office Connection | Release 10.1 and above - Devlink3 |
| Avaya Licenses Required | IP Office 10.1+ |
| Virtual Machine | VM Ware and Hyper-V |
| User PC Requirements | Windows 7 or higher; 32/64-bit Linux Internet Explorer Java 7 or above Javascript Enabled |

| | |
|---------------------|--|
| Server Requirements | Windows 2008 and Above Linux (Ubuntu and CentOS recommended and tested) 32/64-bit Supported 64-bit recommended |
|---------------------|--|

Installation Location
Avaya Call Reporting cannot be installed on the same PC/Server as IP Office Server Edition or the Application Server.

Reporting
The following chart details the necessary system requirements based upon the number of users in your phone system. This chart is for those who have Standard Reports only.

| Users | CPUs | System Memory | Java Heap | Disk | Calls Per Year |
|-------|--------------|---------------|-----------|-------------|----------------|
| 25 | Single Core* | 512 MB | 128 MB | 543.3 MB/yr | 820,000 |
| 50 | Single Core* | 512 MB | 128 MB | 885 MB/yr | 1,600,000 |
| 100 | Single Core* | 512 MB | 128 MB | 1.7 GB/yr | 3,200,000 |
| 250 | Single Core* | 512 MB | 128 MB | 4.2 GB/yr | 8,200,000 |
| 500 | Dual Core | 1 GB | 256 MB | 8.2 GB/yr | 16,400,000 |
| 1000 | Dual Core | 1 GB | 384 MB | 16.2 GB/yr | 32,860,000 |
| 3000 | Dual Core | 2 GB | 896 MB | 47 GB/yr | 98,500,000 |

* AWS T2 Nano System Requirements - Single Core, 512 MB RAM, Cent OS 64bit

Realtime
The following chart details the amount of Realtime storage available for system memory and Java Heap. This chart for those who have both Standard Reports and Realtime.

| Users | CPUs | System Memory | Java Heap |
|-------|-----------|---------------|-----------|
| 25 | Dual Core | 512 MB | 128 MB |
| 50 | Dual Core | 512 MB | 128 MB |
| 100 | Dual Core | 512 MB | 128 MB |
| 250 | Dual Core | 512 MB | 128 MB |
| 500 | Dual Core | 1 GB | 256 MB |
| 1000 | Dual Core | 1 GB | 512 MB |
| 3000 | Dual Core | 2 GB | 1152 MB |

Recording Storage
The following chart details the number of days until the disk drive is filled up from recording. Use this information to determine your company's needs. Assume eight hours per recording port, per day

| Users | 1 Agent | 5 Agents | 10 Agents | 25 Agents | 50 Agents |
|---------|---------|----------|-----------|-----------|-----------|
| 32 GB | 700 | 140 | 70 | 28 | 14 |
| 250 GB | 5,461 | 1,092 | 546 | 218 | 109 |
| 500 GB | 10,922 | 2,185 | 1,092 | 437 | 218 |
| 1000 GB | 21,845 | 4,370 | 2,185 | 875 | 437 |

Maximum Recording Port Capacity

| Platform | Active Recording | VM Pro | VRTX |
|--|------------------|--------|------|
| IP Office Server Edition running on Dell R230 | 80 | 150 | 256 |
| IP Office Server Edition running on Dell R360 | 80 | 150 | 512 |
| IP Office Server Edition running on ACP110 (Dell R640) | 80 | 150 | 512 |
| IP Office Server Edition OVA | 80 | 150 | 512 |
| Select running on ACP 110 (Dell R640) | 160 | 500 | 1024 |
| Select OVA | 160 | 500 | 1024 |
| IP500 V2 Control Unit | 40 | 40 | 184 |

Recording Port Server Requirements

The chart below refers to the required specifications needed depending on the user's amount of Recording Ports.

| | 10 Recording Ports | 11-23 Recording Ports | 25 Recording Ports | 46 Recording Ports | 69 Recording Ports |
|-----------|--|--|---|---|--|
| CPU & RAM | Standard Avaya Call Reporting Server Specs | Single Avaya Call Reporting PC 6 GB RAM | Single Avaya Call Reporting PC 6 GB RAM 8-Core Processor or 1 PC for Avaya Call Reporting & 1 PC for Recording | 1 PC for Avaya Call Reporting 1 PC w/ 6 GB RAM 4-Core Processor | PC w/ min specs & PC w/ 8 GB RAM 8-Core Processor |