

New Call Recording Application from Toshiba

Toshiba is pleased to announce the launch of recordX, the new call recording application from OAK Systems International (OAKSI).

OAKSI recording products offer advanced and easy to use call recording features for contact centers and offices.

Overview

Various types of businesses can benefit from the recordX application from OAKSI through its robust features.

Benefits Include:

1. Dispute Resolution – Find calls quickly and email an extract of the call to your client to confirm contract details.
2. Compliance – For many organizations, it is necessary to show that regulatory guides have been followed. recordX complies with HIPAA and PCI.
3. Monitor Quality – Review calls to ensure that all clients have been dealt with professionally at all times.
4. Improve Performance – Work with staff to develop their telephone and telesales techniques.
5. Information Sharing – Share conference calls and online meetings with business colleagues.

The recordX application can be used for contact centers and offices with its robust features which include,

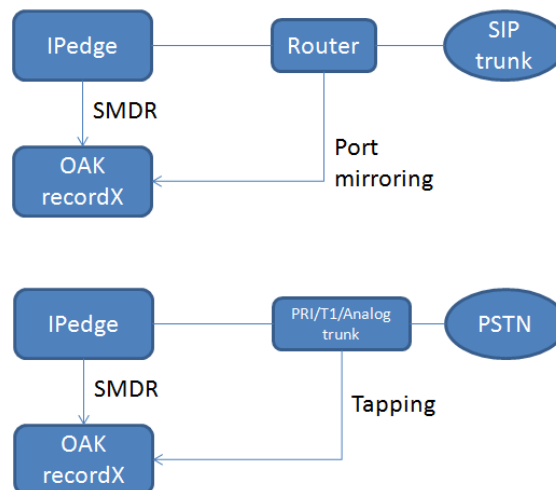
1. Trunk side recording – IPedge systems support SIP trunk recording. In addition, Strata® CIX™ systems support PRI, T1, and Analog trunks.
2. Station side recording – recordX supports the extension recording when only a few users need to be recorded. SIP extension and analog station is currently supported, and IPTs will be supported in a future release.
3. Recording rules – All calls recording and selective call recording is supported. In addition, on demand recording from the phone and/or optional recordX client is supported. UCedge and Call Manager will support on-demand recording control in the future release.
4. Live monitor – With the proper permission, the user can view the current calls in progress and listen to the call.
5. Search capabilities – The user can search the specific recording with various criteria including the data range, TOD, direction and/or duration of the call, extension number,
6. Playback and sharing – The user can playback the whole or a part of the recording with speed control and forward/rewind control. Searchable notes can be added to the recording. The user can extract all or a part of the call and send via the email.

7. Recording management – Recording can be archived to external location for longer storage. A schedule can be setup to automatically archive the recordings.
8. Evaluation – With the optional evaluation feature, the administrator/supervisor can create a template and score the recording based on the template. The evaluation report can be generated for each agent and exported to a file.
9. Screen recording – Optional screen recording feature is available to record the PC screen together with the recording.
10. Report – Traffic report and chart is available for recorded calls.

In order to address various requirements from customers, Toshiba offers the turnkey solution which includes the server hardware with pre-installed cards and software as well as the software only configuration where the dealer can prepare the server specific to customer's needs.

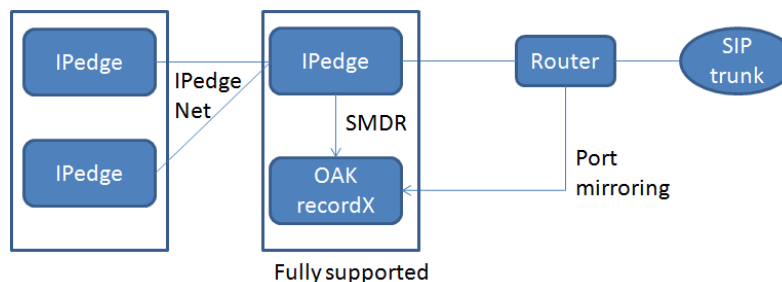
Supported configurations

1. Standalone System – Stand alone IPedge and Strata CIX systems are supported through SMDR or CTI (in the future).



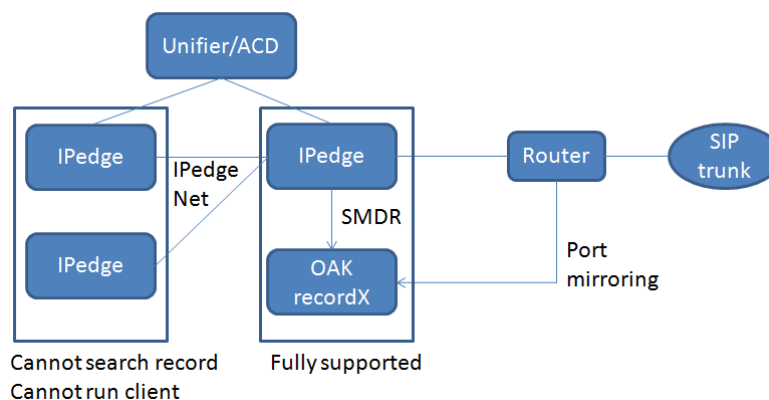
2. Network system – For network systems, recordX can record trunk calls and map to the proper extension, as long as the extensions are in the same node as the trunks through SMDR integration. If

the node for trunks and extensions are different, the call can be recorded though it does not have the extension information.



3. Network systems with Unifier – Through the SMDR integration, the same limitation is applied.

In the future, CTI integration will be used, and the remote agent can be supported as long as the trunks and queues are in the same node. If they belong to different nodes, a special arrangement is required to map the recording to the correct agent/extension.



System Requirements

Server platform requirement

The following shows the minimum requirements for the server platform when the customer purchases the software/interface card only.

- CPU: Quad core CPU
- RAM: 4GB
- OS: Windows® 7
- HDD: Space available for the recording (13MB/hour).
- Card slot: PCI Express card slot if the interface card is used.
- LAN: Gigabit Ethernet port
- Audio: Sound card or the built-in sound feature with speaker if playback on the server is required.

Client Requirements

PC with Windows 7 or later operating system is required. The sound card or built-in sound capability with a speaker is required to playback the recording. Web access to the server is required, and Chrome®, IE, Firefox®, and Safari® is supported.

IPedge Server Requirements

IPedge requires software release 1.6.2.129 or later.

Strata CIX Requirements

Strata CIX requires the latest software release. MIPU with the latest firmware should be used for SIP trunk recording.

SIP Trunking Network Requirement

SIP trunk recording requires mirroring the port to capture the voice traffic. Please consider the following requirements to implement the network.

1. Router – Toshiba provides Adtran router 3448 (Part No. 4200821E2) which provides the mirroring port. If any other router is used, please make sure that the port mirroring can be configured.
2. Avoid Peer-to-Peer – IPedge supports the peer-to-peer RTP where the voice traffic may not go through the IPedge system. In this case, the voice traffic may not go through the router if the call is routed to a phone in the network such as home IPT phone, and as the result, the call is not recorded. In order to avoid it, please disable peer-to-peer connection for IPTs involved in the recording.

Note SIP trunk integration has been tested with Toshiba SIP trunk service.

Part Numbers and Logistics

The following list shows the part numbers for OAKSI recordX application.

Those items are ordered from Toshiba FYI and shipped directly from OAKSI. After receiving the item, please contact OAKSI to get the license as well as the installation service if purchased.

Note If the server is ordered for the turnkey system, it may take a week for the delivery as the interface card and the software is pre-installed.

OAKSI Part Number	Description
OAKSI-CR10P	RecordX 10 PRI Channels license with PRI card. This is a half-length PCIe card. To upgrade to 23 channels add an OAKSI-CR1023P license, additional channels can be added using OAKSI-CR23P. Only one OAKSI-CR10P per system.
OAKSI-CR16P	RecordX 16 PRI Channels license with PRI card. This is a half-length PCIe card. To add additional channels upgrade to 23 channels with an OAKSI-CR1623P license, additional channels can be added using OAKSI-CR23P. Only one OAKSI-CR16P per system.
OAKSI-CR23P	RecordX 23 PRI Channels license with PRI card. This is a half-length PCIe card. This can be used for the first 23 channels or to add additional channels to the system.
OAKSI-CR1016P	RecordX 10 to 16 PRI Upgrade license on the 1st PRI card.
OAKSI-CR1623P	RecordX 16 to 23 PRI Upgrade license on the 1st PRI card.
(Sheet 1 of 2)	

OAKSI Part Number	Description (continued)
OAKSI-CR1023P	RecordX 10 to 23 PRI Upgrade license on the 1st PRI card.
OAKSI-CR4AL	RecordX 4 analog trunks/extensions card and license
OAKSI-CR8AL	RecordX 8 analog trunks/extensions card and license
OAKSI-CR4DE	RecordX 4 DKT card and license
OAKSI-CR8DE	RecordX 8 DKT card and license
OAKSI-CR10S	RecordX 10 SIP Trunks license. The required AudioCodes dongle is included.
OAKSI-CR10IP	RecordX 10 IP Extensions (SIP extensions) license. The required AudioCodes dongle is included.
OAKSI-SR	Screen Recording (per client to record). The system must have minimum 10 extensions, and any number of extensions can be added later.
OAKSI-PCIAPP	OAKSI client license (PCI Compliance Application). The system must have minimum 10 extensions, and any number of extensions can be added later.
OAKSI-AGENTEVAL	Agent Evaluation license for two supervisors beyond the initial two supervisors which are included in the system.
OAKSI-VM	Virtual machine option per 16 ports, per medium (PRI, analog or digital) to support recordX on Vmware virtual machine. Order necessary quantity. (ex. Order quantity = 3 if there are 23 port PRI and 8 port analog)
OAKSI-CRINS	Remote Installation and End-User Training services for every 30 ports of each trunk type and every 30 analog station ports and every 30 SIP station ports. (ex. Order quantity = 2 if there are 23 PRI and 4 analog station ports). Contact OAKSI if multi-year support is required.
OAKSI-CRML1	Extended RecordX Level 1 Support (9am-5pm, Monday to Friday) beyond the first year of the initial system purchase. Order one OAKSI-CRML1 for every 30 ports of each trunk type and every 30 analog station ports and every 30 SIP station ports. (ex. Order quantity = 2 if there are 23 PRI and 4 analog station ports). Contact OAKSI if multi-year support is required.
OAKSI-CRML2	RecordX Support Level 2 (8am-8pm, Monday to Friday). The system comes with one year Level 1 support. To upgrade to Level 2 support order one OAKSI-CRML2 for every 30 ports of each trunk type and every 30 analog station ports and every 30 SIP station ports. (ex. Order quantity = 2 if there are 10 SIP and 8 analog trunk ports). Contact OAKSI if multi-year support is required.
OAKSI-CRML3	RecordX Support Level 3 (24/7). The system comes with one year Level 1 support. To upgrade to Level 3 support order one OAKSI-CRML3 for every 30 ports of each trunk type and every 30 analog station ports and every 30 SIP station ports. (ex. Order quantity = 2 if there are 10 SIP and 8 analog trunk). Contact OAKSI if multi-year support is required.
OAKSI-SERVER1	Quad Core CPU, 4GB memory, 500GB hard disk, 2 PCIe slots, rack mount server. One year warranty from OAKSI. Please order together with items to preinstall the necessary software and hardware.
OAKSI-SERVER2	Quad Core CPU, 4GB memory, 500GBx2 RAID 1, 3 PCIe slots, rack mount, redundant power supply server. One year warranty from OAKSI. Please order together with items to preinstall the necessary software and hardware.
(Sheet 2 of 2)	

Hardware Warranty, Software Update, and Support

1. Server used in the turnkey package and interface card has one year limited warranty from OAKSI. Please contact OAKSI to obtain this service.
2. The system comes with one year software maintenance where the Level 1 technical support and the software upgrade is provided at no charge from OAKSI. Software maintenance can be renewed for a fee. When the software maintenance expires, the customer can continue using the application but does not get the technical support unless it is renewed.
3. If the higher level support is required, please purchase OAKSI-CRML2 (Level 2) or OAKSI-CRML3 (Level3) support as described in the part list.

Software and Documentation

RecordX software downloads and documents are available on Toshiba's FYI web site, 3rd Party Partners area, in the OAKSI section.

Training

Sales and technical training is available from OAKSI at no charge to our dealers. Please contact OAKSI to schedule the training.

OAK contact

For the sales training, please contact William at OAK as follows.

William.emm@oaksi.com (copy to sales@oaksi.com)
888-720-6968, 647-723-7049

All other request including the licensing, services, warranty, technical support, and technical training, please use the contact below.

support@oaksi.com
888-720-6968, 647-723-7049

Appendix

recordX Feature Availability		
Features	recordX (SMDR)	recordX (CTI, 2QFY15)
Trunk Side Recording		
SIP	X	X
PRI/T1	X	X
Analog	X	X
Station Side		
DKT	X	X
IPT		X
(Sheet 1 of 4)		

recordX Feature Availability (continued)		
Features	recordX (SMDR)	recordX (CTI, 2QFY15)
SIP	X	X
Analog	X	X
Mixed trunks/stations	X	X
Recording Rule		
All calls	X	X
Inbound/Outbound	X	X
Calendar (TOD / DOW)	X (Later this year)	X (Later this year)
DN	X	X
Dialed number	X	X
Caller ID	X	X
ACD group		X
Agent		X
Account code	X	X
Length of call	X	X
Percentage (random)	X	X
On Demand Recording		
Client		X
Phone	X	X
Call Tagging/Completion Codes		X
Annotation	X	X
Retrieve (search)		
Date/time	X	X
Inbound/outbound	X	X
Duration	X	X
Calling/Called name or DN	X	X
Days	X	X
ACD group		X
Follow-up	X	X
Caller ID (area code etc.)	X	X
Annotation	X	X
Playback		
(Sheet 2 of 4)		

recordX Feature Availability (continued)		
Features	recordX (SMDR)	recordX (CTI, 2QFY15)
REW/Pause/FF/fast play/skip held	X	X
Playlist	X	X
Sharing		
Expiration control	X (Later this year)	X (Later this year)
Forward/annotation permission	X	X
Email	X	X
Mask out sections in export	X	X
Part Extract to Wav/MP3	X	X
Export to Wav/MP3	X	X
Quality Control		
Evaluation template	X	X
Evaluation rules	X	X
Recording Management		
Temporary	X	X
Archival	X	X
Live Monitor		
Call list	X	X
Permission control	X	X
rewind/forward		
Auto monitor (upset caller etc.)		
Client Support		
Windows	X	X
Mac	X (Later this year)	X (Later this year)
Android	X (Later this year)	X (Later this year)
iOS	X (Later this year)	X (Later this year)
Report		
On demand/schedule	X	X
Usage	X	X
Campaign	X	X
Quality control	X	X
Overview	X	X
(Sheet 3 of 4)		

recordX Feature Availability (continued)		
Features	recordX (SMDR)	recordX (CTI, 2QFY15)
Configuration		
Standalone	X	X
Network		X
Security		
Usage logs	X	X
HTTPS	X	X
Active Directory Integration	X	X
Usage alarms	X	X
User defined security policies	X	X
256bit AES Encryption	X	X
Other		
HIPAA	X	X
PCI compliance	X	X
Screen Recording	X	X
CRM Integration		X
SDK	X	X
Speech Analytics	X (Later this year)	X (Later this year)
System Alarms	X	X
(Sheet 4 of 4)		

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