

New Clarify Call Recorder Introduction

Toshiba is pleased to announce a new call recording application from OAK Systems International (OAKSI). Clarify, introduces enhanced integration with Toshiba's IPedge and Strata™ CIX® systems using Net Server/CSTA. Clarify is a powerful, yet easy to use solution, that lets users record, archive, search, play and share telephone calls. As with other IPedge systems, Clarify can run in a VMware environment.

Clarify provides an easy to use, attractive web-based user interface. New enhancements include support for Contact Center and client applications such as Call Manager and UCedge integration.

Clarify is designed as a replacement for the Tracer® and Talkument® applications. Toshiba no longer supports Tracer or Talkument.

Overview

Clarify adds recording for Toshiba IPT and Digital stations. Station recording, in systems with a small number of agent stations, can be more cost effective than trunk recording.

Clarify can benefit various types of businesses requiring call-logging. Clarify supports agent and group recording. It also provides an easy to use recording search function for supervisors. The standard package includes two Supervisor licenses.

Benefits include quicker dispute resolution, compliance to the regulatory requirements such as HIPAA and PCI, quality monitoring, and/or agent training.

The recordX product will continue to be offered for customers requiring SMDR integration and SIP station recording. Current customer using recordX can move to the new Clarify application at no charge, provided the system is covered by the Software Maintenance (SUS).

Record and Archive

Clarify and recordX tap the business phone system's trunk lines (analog, T1 or PRI) or uses port mirroring (SIP) to capture and record the audio stream. (SIP trunk integration has been tested with Toshiba SIP trunk service.) In addition, Clarify supports station-side recording for Toshiba Digital and IP Telephones using the Megaco+ protocol. Clarify's easy-to-use Web-based Graphical User Interface (GUI) provides a powerful tool for simple system configuration and automatic imports of agent and extension information. Users configure Clarify to record (or not record) particular calls based on Agent, Extension, Caller ID or other criteria from a drop-down menu. The dashboard displays a list of ongoing calls being recorded, allowing users to easily select a call to start monitoring. recordX is configured to record all calls, or set to record on-demand by dialing an access code from the phone; SMDR data is collected to match the recordings to call details such as an extension number or Caller ID. With either call recording solution, all recorded calls are stored on a dedicated server or can be archived to an alternate storage location.

Encrypt/Mask Sensitive Data

Encrypted recordings along with tight security measures ensure compliance with industry regulatory requirements, including the Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standards (PCI DSS). Clarify and recordX use AES 256 bit encryption, making call recordings secure and tamper proof, and encrypted recordings can only be played back using the proprietary call player. To help meet PCI security requirements, a pause/resume feature can be invoked to pause the recording during a call so that sensitive credit card information is suppressed and replaced by silence. The replay will show a time stamp of when the pause and resume feature was triggered.

Filter and Search

A variety of filters can be combined to narrow down and search for a particular call recording, including by date, time or call duration, by extension or department, Caller ID or any combination of these and other criteria. For example, a manager may want to listen only to calls with duration less than one minute in length or listen to all calls made from a particular agent's extension. The search results will match only the criteria selected, making it easy to find, listen to, annotate and share the desired call(s). Play, Review and Share Users access call recordings through a simple-to-use browser-based interface and can review calls visually from Clarify's Web-based dashboard or with the recordX Advanced Media Player. With intuitive playback features, users can listen and make notes for later reviews, save the recording in MP3 format, or sending over email. A masking tool can suppress private information prior to sharing, and an Audit tab shows who has listened to or annotated a call recording.

Evaluate

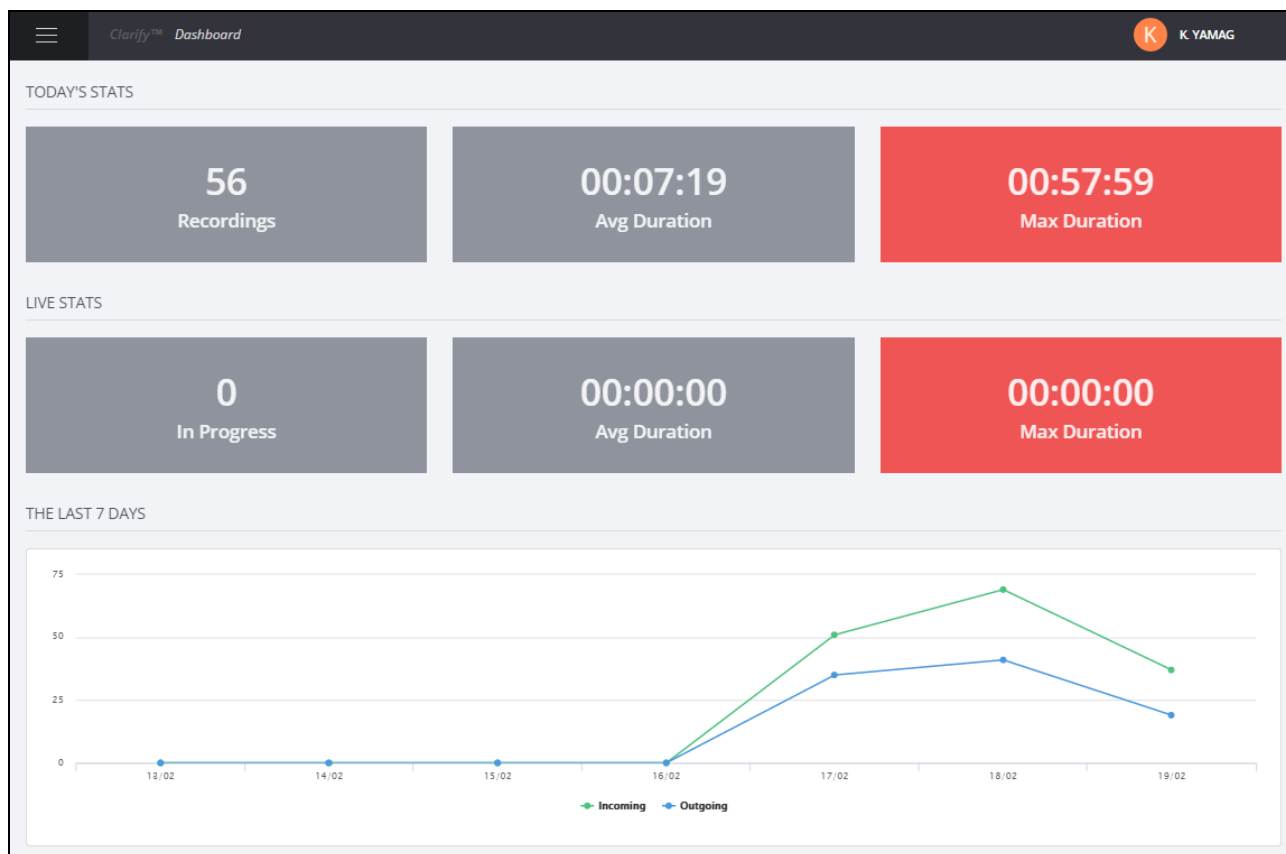
Managers can assess staff performance using the simple Web-based Agent Evaluation tool, creating filters to capture a particular sample of calls such as from a new employee or calls from a specific customer. Calls are scored via a customized questionnaire and then compiled to generate graphical, evaluation reports and statistics which help managers track trends and performance and identify areas that require additional staff training or focus. Reports can be emailed as PDF files or saved to a hard drive.

Integrate External Systems

With the SDK (Software Development Kit), systems integrators can tie in external systems such as a database or CRM program for development of customized applications to meet a variety of business needs. Some examples include popping customer details upon receiving a call, automatically adding notes to recordings directly from a third party application, or initiating start/stop commands to control which part of a phone call to record. Clarify integrates with popular CRM applications such as Microsoft, Salesforce, ACT!® And Lotus Notes. Existing recordX customers with a Software Maintenance plan can upgrade to Clarify (a new license) at no charge. To find out more, contact an Authorized Toshiba Dealer.
www.toshiba.telecom.com

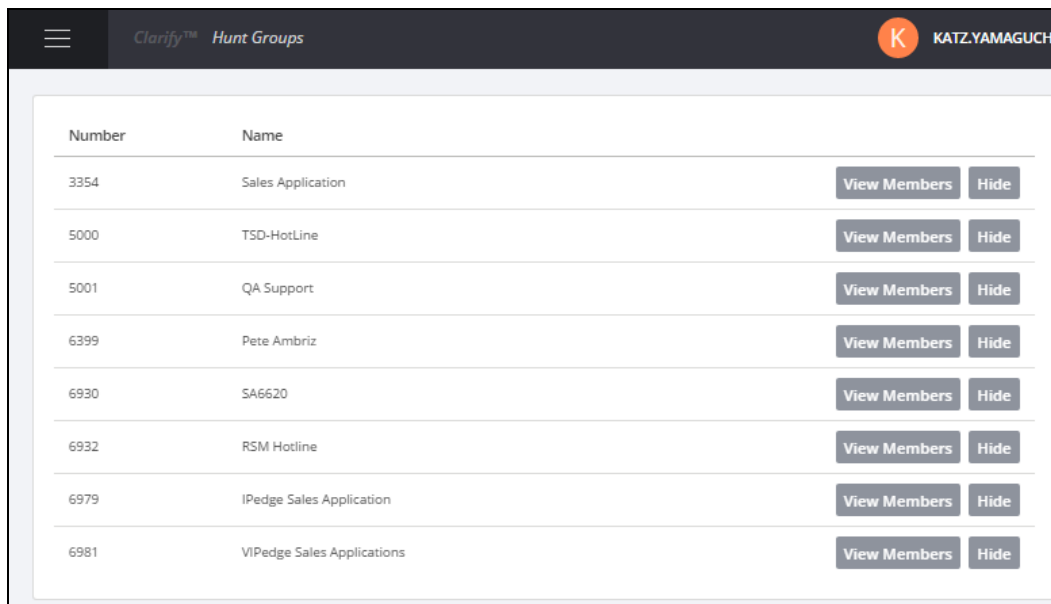
Easy to use User Interface for Administrators and Users

Clarify provides the web based interface for administrators to configure the system and for users to search and playback the recording based on the role assignment to each user account. The dashboard view can provide the quick access to the system statistics.



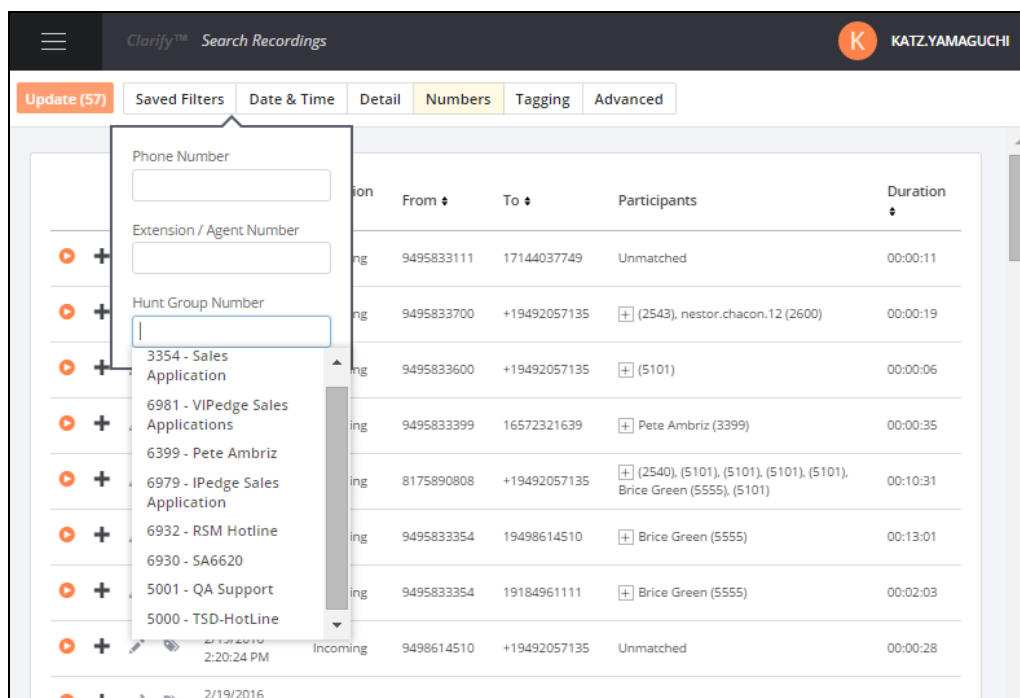
Toshiba ACD support

Clarify dramatically saves the time required for configuring the system by supporting the automatic import of ACD groups and Agents from Toshiba ACD system. The administrator just needs to specify the IPedge or App Server, and all data are automatically configured. It also automatically imports the extension information from Net Server.



Number	Name		
3354	Sales Application	View Members	Hide
5000	TSD-HotLine	View Members	Hide
5001	QA Support	View Members	Hide
6399	Pete Ambriz	View Members	Hide
6930	SA6620	View Members	Hide
6932	RSM Hotline	View Members	Hide
6979	IPedge Sales Application	View Members	Hide
6981	VIPedge Sales Applications	View Members	Hide

Clarify offers many criteria to search the specific recording, and for Contact Center, ACD groups or Agent can be easily specified by the drop-down menu.



		From	To	Participants	Duration
		9495833111	17144037749	Unmatched	00:00:11
		9495833700	+19492057135	(2543), nestor.chacon.12 (2600)	00:00:19
		9495833600	+19492057135	(5101)	00:00:06
		9495833399	16572321639	Pete Ambriz (3399)	00:00:35
		8175890808	+19492057135	(2540), (5101), (5101), (5101), (5101), Brice Green (5555), (5101)	00:10:31
		9495833354	19498614510	Brice Green (5555)	00:13:01
		9495833354	19184961111	Brice Green (5555)	00:02:03
		9498614510	+19492057135	Unmatched	00:00:28

IPT and Digital Station Side Recording

In addition to the trunk side recording for SIP, PRI/T1, and analog, Clarify now offers the station side recording for Toshiba IPT and Digital stations using Toshiba Megaco+ protocol. It is useful for customers who have a small number of extensions to record the conversation.

Other features

Rule Based Recording Control

It is easy to configure Clarify to record or not to record particular calls based on criteria such as Agent, Extension, Caller ID, etc. from the drop-down menu provided.

Live Call Monitor

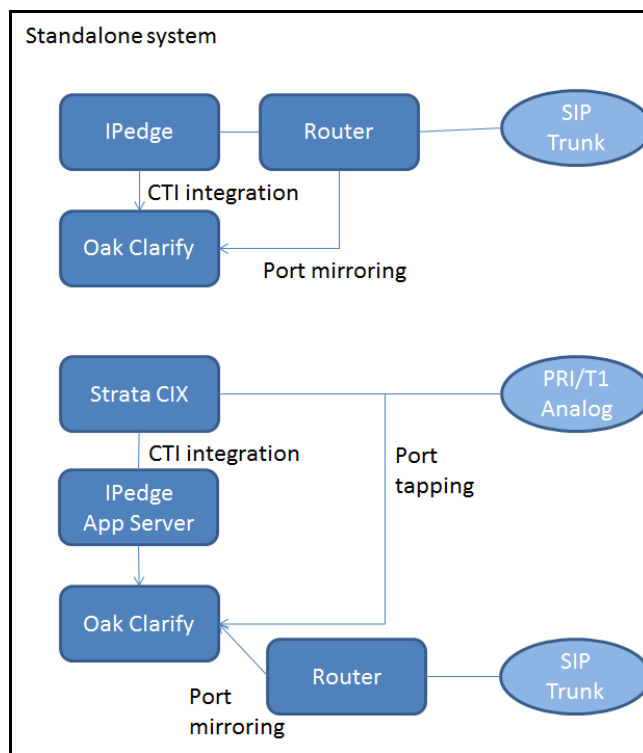
Users can see the list of ongoing calls being recorded and select the call to start monitoring.

Call Manager/UCedge Integration

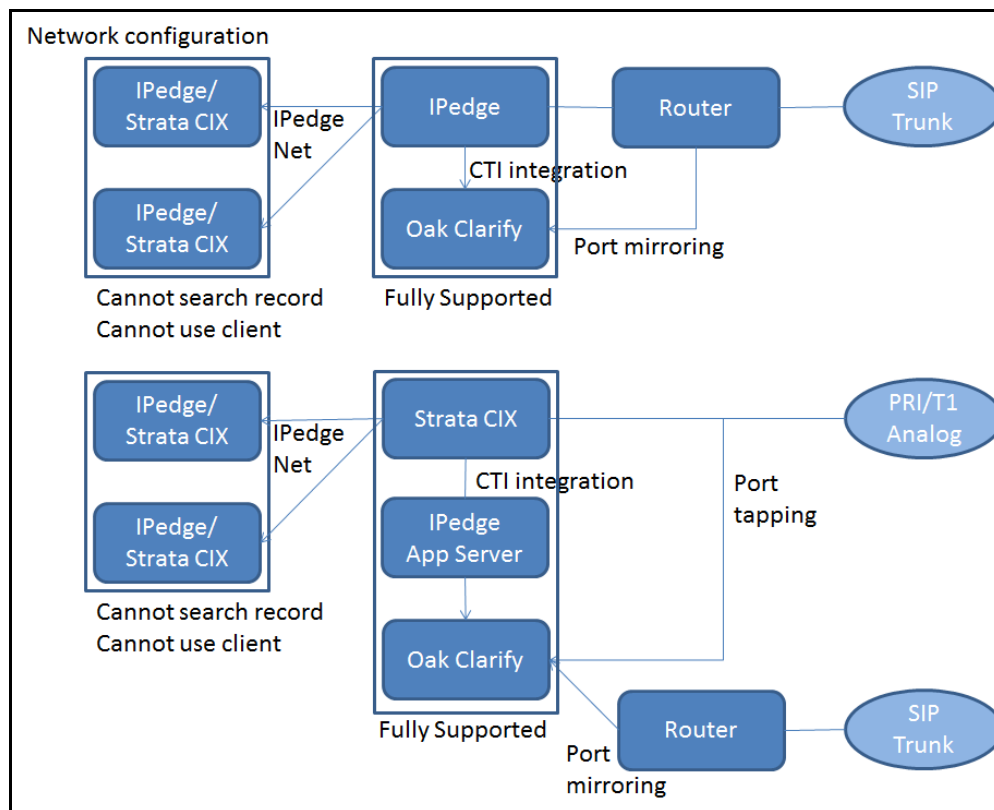
Recording can be started, stopped, and book-marked by Call Manager. It can also send the recording. Same capabilities will be available on the future UCedge release.

Supported Configurations

1. Standalone System – Stand alone IPedge and Strata CIX systems are supported through Net Server. Strata CIX systems require Net Server on a App Server, MAS, or the standalone Net Server system. All Features are supported.



2. Network systems without Unifier – Remote user can be supported as long as the trunks are in the same node. All features are supported for the main node. However, recordings are not associated with extensions in the remote node and client control capability from Call Manager/UCedge is not available. Note: Unifier will be supported in the next maintenance release of Clarify.



3. ACD and non ACD Configuration – For systems with ACD, Media Application Server (MAS) is supported for Strata CIX and IPedge systems in addition to the Virtual ACD for IPedge. For non ACD systems, IPedge does not require ACD license, and Clarify can be integrated with IPedge Net Server. Strata CIX requires Net Server on App Server, MAS, or the standalone Net Server system.

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: 8GB
- OS: Windows 7 (64 bit) or later (32 bit OS is not supported)
- HD: 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®, Internet Explorer®, Firefox®, and Safari® is supported.

IPedge Server Requirements

IPedge server running 1.7.1 or later software.

Strata CIX Requirements

Strata CIX systems require Software Release 5. MIPU cards with the latest firmware should be used for SIP trunk recording. Net Server on an App Server 1.7.1 or later, MAS, or standalone Net Server system is required to use Clarify.

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.

Upgrade

Existing recordX customers can move to Clarify at no charge as long as the recordX system is covered by the Software Maintenance (SUS). Clarify is a new system and cannot directly upgrade recordX, and the recordings and configuration cannot migrate to Clarify. Therefore, please consider the following when upgrading.

1. It is recommended that you keep the current recordX installation so that the customer can access recordings done with recordX. Clarify can be installed on the same server with recordX as long as the disk space allows.
2. Clarify requires a new license. Please contact Oak to obtain the new license for Clarify. Customers can continue using recordX. However, if recordX is moved or transferred to a different customer, the license may be revoked.
3. Clarify requires Net Server. If the customer is using recordX with Strata CIX, please make sure that the customer has an Net Server software running.

Part Numbers and Logistics

The license and interface board part numbers are the same as the recordX part numbers. When ordering a new Clarify system, include part number; OAKSI-CLARIFY for both turnkey and software-only systems. Upgrading the existing recordX to Clarify does not require this part, contact OakSI for the new license.

Part Number: OAKSI-CLARIFY

One, part number OAKSI-CLARIFY, must be ordered for the new Clarify turnkey or software only system. If it is not ordered, the system will be configured as recordX.

The system requires other interface boards/port licenses to use Clarify. This license part is not required to upgrade the existing recordX.

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.

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.

2. If the higher level support is required, please purchase OAKSI-CRML2 (Level 2) or OAKSI-CRML3 (Level 3) support as described in the part list.

Training

Sales and technical training is available OAKSI at no charge to our dealers. Please contact OAKSI to schedule the training. An overview is posted ToshibaTraining.com /TTC. New Oak Sales and Technical modules are scheduled to be added to TTC replacing existing call logging 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 requests 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

Feature	Tracer	Talkument	recordX (SMDR)	Clarify (Net Server)
Trunk Side Recording				
SIP	X	X	X	X
PRI/T1	X	X	X	X
Analog	X	X	X	X
Station Side				
DKT	X	X	X	X
IPT	X	X		X
SIP	X	X	X	X (Later this year)
Analog			X	X
Mixed trunks/stations	X	X	X	X
Recording Rule				
All calls	X	X	X	X
Inbound/Outbound	X	X	X	X
Calendar (TOD/DOW)	X	X		
DN	X	X	X	X
Dialed number	X	X	X	X
Caller ID	X	X	X	X
ACD group	X	X		X
Agent	X	X		X
Account code	X	X	X	X
Length of call	X	X		
Percentage (random)	X	X	X	X
On Demand Recording				
Client	X	X		X
Phone			X	X
Call Tagging/Completion Codes	X	X		X
Annotation	X	X	X	X
Retrieve (Search)				
Date/time	X	X	X	X
(Sheet 1 of 3)				

Appendix (continued)

Feature	Tracer	Talkument	recordX (SMDR)	Clarify (Net Server)
Inbound/outbound	X	X	X	X
Duration	X	X	X	X
Calling/Called name or DN	X	X	X	X
Days	X	X	X	X
ACD group	X	X		X
Agent ID	X	X		X
Follow-up	X	X	X	X
Caller ID (area code etc.)	X	X	X	X
Annotation	X	X	X	X
Playback				
REW/Pause/FF/fast play/skip held	X	X	X	X
Playlist	X	X	X	X
Sharing				
Expiration control	X	X		X
Forward/annotation permission	X	X	X	X
Email	X	X	X	X
Mask out sections in export	X	X	X	X
Part Extract to WAV/MP3	X	X	X	X
Export to WAV/MP3	X	X	X	X
Quality Control				
Evaluation template	X		X	X
Evaluation rules	X		X	X
Recording Management				
Temporary	X	X	X	X
Archival	X	X	X	X
Live Monitor				
Call list	X		X	X
Permission control	X		X	X
rewind/forward	X			
Auto monitor (upset caller etc.)	X			
Client Support				
(Sheet 2 of 3)				

Appendix (continued)

Feature	Tracer	Talkument	recordX (SMDR)	Clarify (Net Server)
Windows	X	X	X	X
Mac	X	X		X
Android	X	X		X
iOS	X	X		X
Report				
On Demand/schedule	X		X	X
Usage	X		X	X
Campaign	X		X	X
Quality control	X		X	X
Overview	X		X	X
Configuration				
Standalone	X		X	X
Network	X			X
Security				
Usage logs	X		X	X
HTTPS	X		X	X
Active Directory Integration	X		X	X
Usage alarms			X	X
User defined security policies			X	X
256 bit AES Encryption			X	X
Other				
Virtual Machine support	X	X	X	X
HIPAA	X	X	X	X
PCI compliance	X	X	X	X
Screen Recording	X	X	X	X
CRM Integration	X	X		X
SDK	X	X	X	X
Speech Analytics	X		X (Later this year)	X (Later this year)
System Alarms			X	X
(Sheet 3 of 3)				

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