Skype for Business

SmartTAP Call Recording Solution

AudioCodes SmartTAP Call Recording Solution for Microsoft Skype for Business

AudioCodes **SmartTAP for Microsoft Unified Communications (UC)** is a certified and secure call recording solution that enables the recording of key business interactions within a Skype for Business environment. Built on proven technology and leveraging years of experience in developing and integrating call recording solutions, SmartTAP is compatible with Skype for Business, any VoIP, TDM, and hybrid telephony environments. The solution can be easily configured using an intuitive web- based interface, which simplifies system deployments and reduces support requirements.

SmartTAP is designed to be a Skype for Business compliance and liability recorder, Outside Of the Contact Center Environment. Where most recorders in the market focus on Agent Scoring, Quality Assurance and Workforce Optimization, SmartTAP is designed to be deployed throughout an Enterprise to capture calls, either On-Demand or in some cases full time where compliance and liability conversations occur more frequently.

AudioCodes is a leading Microsoft partner with a complete offering of voice-enabling solutions for the Microsoft unified communications (UC) market. In addition to IP phones, AudioCodes' portfolio for Skype for Business includes media gateways, survivable branch appliances, enterprise session border controllers and call recording.

Unique Capabilities

Scalable and Easy to Deploy
SmartTAP is a scalable solution that can operate on a single server or even a network appliance. Built using the latest in architectural scalability, SmartTAP can be deployed with as little as a single department to Enterprise-wide multi-thousand channel system, in multiple tenanted environments without major upgrades. Our technology allows the Healthcare facility to deploy SmartTAP in the smallest of applications and grow throughout the Hospital as needs progress and budgets become available. AudioCodes will work with your IT department to coordinate implementation and integration to the specific systems that will need to be recorded. Our goal is to make the implementation as painless as possible, with limited interruption in normal workflow.

Skype for Business Mobility Advantage
Skype for Business Mobility is becoming more prevalent in today's enterprise operations. AudioCodes understands this, especially in the recording segment where mobility has created challenges for most recording software vendors. SmartTAP has solved mobility recording, and will record Skype for Business Mobility users no matter what type of smart device they are communicating on. Through AudioCodes unique integration, SmartTAP can record any Skype for Business user no matter what environment they are operating a call from.

Centralization and Security
Centralization of a SmartTAP system offers Enterprises a reduced cost factor and better operational and data security. While implementation of SmartTAP into a data center offers a controlled operational environment, additional capabilities of system such as the operation of virtual instances of SmartTAP, allow for remote deployments and capture points, while preserving the integrity of the system. Further, as the SmartTAP system expands, IT departments can deploy resiliency into the configuration thus offering fault toleration, seamless operation of the system. All SmartTAP recordings are stored encrypted and meet many compliance regulations and policies. Through data resiliency and encryption, SmartTAP can protect the Enterprise conversations and meet compliance needs of any user on the system.

PCI Compliance
The ability to control recording is paramount to a customer-facing employee, especially when keeping with PCI Compliance. The ability to Pause and Resume Recording while the customer is providing person credit information is critical to meeting PCI Standards. The SmartTAP Recording Toolbar gives control of the Pause/Resume capabilities to the customer-facing employee while on a Skype for Business call. By toggling the Pause/Resume button on the SmartTAP Lync Toolbar, the employee can mute out all personal credit information from being recorded, and then resume the recording once the information is given. The recording can then be tagged as a PCI recording through the Call Tagging Feature in the SmartTAP Recording Toolbar, making it easy to retrieve and be monitored for Compliance Standards.

Threat Protection
Protection against terrorism, domestic or international, is paramount. Enterprises are looking to make their environments as secure as possible for their employees, contractors and visitors. AudioCodes recognizes this challenge and has built a function into its SmartTAP system that helps capture any voice threats or conversations that are made. Built into SmartTAP is a "Save on Demand" command that allows any user to save a recording, EVEN AFTER THE THREAT HAS BEEN MADE! Typically, when a threat has been phoned-in, the caller hangs up quickly or the other party cannot react fast enough to record it. SmartTAP has the capability of recording all calls on any communications device and by simply selecting the Save On-Demand Feature button found in the SmartTAP Skype for Business Toolbar; the call is automatically saved thus preserving the threat. If the save button is not selected, the call is automatically deleted from the system. This feature alone will allow the enterprise to have an audio record of the threat or threats, conversations about threats, or any other verbal information that could aid in an investigation and save lives. To further mark the call as malicious, the employee only has to select to Call Tagging button in the SmartTAP Skype for Business Toolbar, making it easier to search for during playback.

Powerful Set of Features

- Certified solution for Microsoft Skype for Business
- Flexible Full Time, Record or Save on Demand recording options
- Customizable Call Recording Announcement
- Media Proxy keeps all calls within the internal network
- Pause / Resume recording for PCI compliance
- Skype for Business CWE toolbar for access to in call features like Call Tagging and Record on Demand
- Record ANY call type including Mobile, Remote, PSTN and Conference
- Support for dynamic codec switching including SILK (Skype) and Microsoft RTA
- Tag calls with user definable information and subsequently retrieve quickly and easily.
- Remote branch survivability with buffering technology
- LDAP Integration & Single Sign On
- Audit Trail monitoring
- Live call monitoring

Target Markets

The largest market for SmartTAP is the Microsoft Skype for Business Market. The Skype for Business Market encompasses many vertical markets, including Transportation, Financial, Healthcare, Utilities, Education, Government and others. Here is a partial list of solutions that SmartTAP has been deployed in:

- **Human Resources** – Interviews, liability issues.

- **Financial** – Collection Calls (non-contact center), Sales Support, Trader Support, Trader mobility, customer/finance dept., meetings.

- **Education** – Student recruiting, Campus Security (S4B blue light phones, mobility, dispatch, etc.), Online Class discussions.

- **Healthcare** – Telemedicine (healthcare kiosks, remote facilities), Life-Flight dispatch, Organ Transplant services, Pharmacy, Physician's orders, Patient Information.

- **Utilities** – Emergency Dispatch, Anti-Terrorism Monitoring, Repair dept.

- **Transportation** – Auto Dealerships, Shipping Companies, Auto Dispatch, Taxi and Limousine Service.

Specifications

Key Features
- 100% Web based user interface
- Full Time, Record on Demand or Save on Demand
- Customizable Call Recording Announcement
- Media Proxy keeps all calls within the internal network
- Pause / Resume Recording (PCI Compliance)
- Advanced Call Retention per User / System
- Auto / Manual Call Tagging
- Skype for Business Conversation Window Extension toolbar (In call Tagging, R.O.D & more…)
- Easily Download or Email recordings
- Quality Monitoring / Agent Evaluation
- Microsoft LDAP Integration
- Single Sign On
- Live call monitoring from PC, Smartphone or tablet
- 3rd Party Restful Web Services API

Recording Modes
- Full Time Recording
- Record on Demand
- Save on Demand
- Pause / Resume Recording
- Codec support for G.711, G.723.1, G.729, G.722, G.722.1, MSGSM, Microsoft RTA, SILK, and more

Playback
- Replay over the LAN/WAN/Internet via browser
- Last call Replay, download or email
- Search filter with customizable views

Call Search / Filter Criteria
- Calls can be searched by any combination of criteria
- Date/Time
- Caller ID / Dialed Number, Called or Answering Party
- User Name, group
- Extension / Device ID
- Call Tags (Search user definable data including Notes)

Security
- Sarbanes-Oxley Compliant
- PCI – DSS Compliant
- HIPPA Compliance
- File Encryption
- Digital Signature
- Audit Trail

Storage
- Local or Remote storage NAS / SAN
- File Compression Optional

Scalability
- Up to 300 simultaneous recordings per server
- Extend recordings by adding additional servers

Telephony Integrations
- Skype for Business, Avaya, Cisco, Ericsson, Siemens, NEC, Allworx, Mitel, Nortel, Panasonic, SIP and more...

AudioCodes

Contact us: www.audiocodes.com/info
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