



In today's challenging landscape, the need to record all communication including voice conversations is not just a luxury but a necessity. Compliance regulations, dispute resolution, customer satisfaction and public safety are the main business drivers to record. "Who said what to whom and when" is only the beginning when determining liability and accountability.

As a leader in VoIP and Call Recording technology AudioCodes recognized the advantage of Microsoft LYNC in the Enterprise. With SmartTAP, we extend our product offering to include a complete Microsoft LYNC 2010 certified call recording solution. A fully IP centric application utilizing open standard protocols like (SIP, HTTP, SNMP) and the latest design technologies allows for recording not only LYNC but any other IP or TDM interface at the same time.



In a Microsoft LYNC environment, SmartTAP deploys a software plug-in installed on the Front End Server as a trusted certified application. The SmartTAP server receives the signaling information over a secure connection and decrypts the SRTP data synchronously received from the mirror port of the network switch.

SmartTAP LYNC Advantages

- Silent recording of inbound, outbound and client to client calls simultaneously
 - Conferencing method forces all media for each recorded conversation to be duplicated on customer network consuming valuable network bandwidth and LYNC conferencing resources
- Recording of the Microsoft wideband RTA codec with built in transcoding to other media types
- No impact to quality of conversation
- Remote Branch survivability
- Deployed on a stand-alone, virtualized server or can reside on the AudioCodes Mediant 1000 Gateway
- Scalable from as small as 8 to N concurrent sessions on a single or distributed server configuration



Feature Highlights

- Secure Browser Based Access
- Multiple Classes of Service (COS)
- Flexible/Powerful Search Criteria
- Playback, Email, Download
- Audit Trail of user actions
- Encryption
- Compression
- Agent Evaluation
- Live Monitoring
- LDAP Integration

