

## AND Recorder 5.4

Using affordable call recording enables you to comply with legal and regulatory obligations. These requirements are easily achieved by deploying a secure call recording solution which seamlessly integrates into your existing communications environment.

### Overview

The integration of call recording into business processes shortens the average duration of calls while maintaining a high level of customer satisfaction. Sources of problems can be tracked down faster and reoccurrence is avoided.

Packet based recording of telephone conversations in unified communication networks gives you the ability to record, monitor and archive phone calls. You can easily enhance the voice recording solution enabling recording contact center calls as well as internal phone calls.

### Benefits

- Fulfill legal requirements
- Productivity and quality benefits
- Security benefits meeting legal requirements
- Encrypted and signed archiving for lawful recording
- Call playback over the web or the IP phone
- Highly scalable from single location deployments to multiple sites

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## Overview Recorder

AND Recorder can be implemented starting with just one line to record and is scalable to thousands of lines. Independent of the size of your network it is possible to manage all recordings at a centralized location. The AND Recorder can be combined with other offerings of AND Phone to leverage existing servers.

Recording of voice traffic is done in the background and recorded calls are archived whenever a trigger matches. The flexible nature of triggers allow you to define exactly what calls should be archived. Besides the automatic archiving of calls it is possible for users to trigger recording directly on their IP phone or even on the desktop computer.

The flexible platform offers various methods to record phone calls and gives you a free choice of what calls you want to record:

- Record all calls
- Record calls from/to specific numbers only
- Trigger recording manually on the phone
- Start/stop recording on the phone
- Record only one member of the call
- Silent monitoring of calls

## Security and Confidentiality

The AND Recorder software stores all recorded calls in an encrypted format to make sure that recorded phone calls are not misused. Even if recorded phone calls are offloaded to a backup system they are still stored in an encrypted format and can be replayed only by authorized personnel.

Additionally all calls are signed to make sure there is no manipulation with the call or caller information, like calling party, called party or the time of the call. Whenever calling information is secretly changed the signature will change and indicate tempering of the recorded call. These features are especially important for legal and regulatory compliance.

For special environments or when workers' council requires it there is the option to use dual control administration system. The dual administration system ensures that there are always two people required to listen to recorded calls.

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Some industries, like the financial industry, require encrypted calls but still need to record these calls. With the ANDTEK recording solution it is possible to record even end-to-end encrypted calls. Therefore it is possible to combine the benefits of call encryption and call recording at the same time.

## SIP Trunk Recording

Typical voice recording solutions for IP-based communications networks require duplication of the voice stream on switches. While this method has some advantages in specific environments there are cases where duplication of voice streams on switches is not efficient or reasonable.

With SIP Trunk Recording, also referred to as “Built-in-Bridge” recording or conference recording, there is no need to replicate packets at switches. In this case the replicated packets are sent directly by the IP phone to the AND Recorder server.

Offering SIP trunk recording enables close integration of voice recording solutions in remote branches and in large corporate environments.

SIP trunk recording requires the Cisco Unified Communications Manager version 6.0 with the Recording API.

## Recording with IP Phone Interface

Recording of calls can be handled directly on the IP phone. Users can define which calls should be recorded and can stop recording of a call even while the call is in progress.

For convenient searching of recorded calls it is possible to assign custom tags to recorded calls. These tags can be entered even on the IP phone interface which is convenient for users and simplifies finding specific calls.

Another feature of the IP phone interface is replaying recorded calls directly on the IP phone. Enabling these features allows a user to replay the last calls made from/to the IP phone directly through the IP phone speaker.

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## Silent Monitoring and Whisper

This service allows a supervisor to silently monitor and record a phone call. Silent monitoring refers to the ability to monitor a phone conversation without being heard or without the knowledge of the calling and called party. The recording features allow the supervisor to record, save, and play back calls.

Silent monitoring is one of the most effective methods for improving the level of service provided to your customers. Silent monitoring helps to:

- Improve the customer experience
- Improve overall call center performance
- Reduce callbacks
- Identify training or process improvement opportunities
- Facilitate employee development

A special feature is one-way silent monitoring where monitoring is done for just one voice channel. Therefore it is possible to monitor the agent conversation without monitoring the customer conversation.

## High Scalability

The AND Recorder scales from just a few recorded calls to thousands of concurrently recorded calls. Especially upgrading an existing environment can be easily achieved by adding recording sensors without interrupting your network services.

Using a hierarchical approach eases integration of headquarters and branch office recording with centralized administration and maintenance.

One sensor can record up to 120 calls (4xE1) concurrently. If more than 120 calls have to be recorded concurrently multiple sensors are used and the calls are centrally managed by the AND Recorder Management server. The AND Recorder Management server can handle up to 32 sensors, therefore allowing distributed environments with over 3000 concurrent calls.

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## High Availability

In critical environments it is important to make sure that the system even works in the case of hardware failures. Therefore the system allows a high availability setup where a standby server takes over as soon as the primary server fails.

In highly distributed environments it is even possible to have redundant recording sensors to make sure that voice recording takes place in the event of hardware failure or missing network connectivity.

Server configurations are automatically synchronized from the active to the passive server to have a common configuration on both servers and minimize administration overhead.

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# Available Services

## Call Recording

- Optimized voice compression
- Remote Site Call Recording
- Selective recording
- Automated recording
- Multichannel call recording
- Call Tagging
- Stereo recording
- Broad support of communication standards
- Extensive filter capabilities
- Trigger recording from desktop PC
- Look-back call recording
- G.711, G.726, G.729, G.729a and GSM

## Call Retrieval

- IP phone interface for replay
- Secured web-based replay

## Call Management

- Centralized call Management
- Extensive filter capabilities
- Extensive call search options
- Location independent management
- Automated and standardized backup

## Call Center Recording

- Whisper
- Silent monitoring
- One way call recording
- Dynamic license assignment

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## Recorder Security

- Secure access to recorded calls
- Encryption of recorded calls
- Signing calls with certificates
- Authentic Evidence Recording

## Call Recording Environment

- Dynamically adding additional hardware
- High Availability and Failover
- Based on standard servers, no proprietary hardware
- Zero impact on IP PBX
- Up to 120 concurrent calls per server

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# System Requirements

## Server Requirements

- x86-based architecture
- Main memory 4GB or higher
- Gigabit-/Fast-Ethernet interface
- Hard disk 80GB (+recording storage)
- Virtualization supported (VMware)

## Software Requirements

- AND Phone Base
- AND Recorder / Recorder Mgmt / Recorder HA
- AND IVR

## Supported Telephone Systems

- Cisco Unified Communications Manager 8.x, 9.x, 10.x or 11.x

## Supported Phones\*

Cisco IP Phone series 6900, 7800, 7900, 8900, 8800, 9900 and Jabber



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**ANDTEK GmbH**  
Am Soeldnermoos 17  
Germany

**T:** +49 811 9594960  
**F:** +49 811 95949676  
**E:** info@andtek.com



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