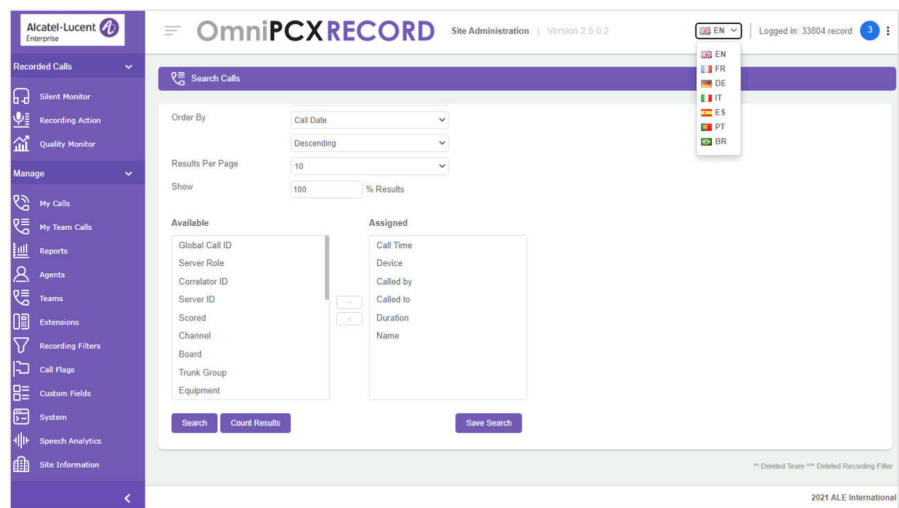# Alcatel-Lucent OmniPCX RECORD Suite

Reliable, scalable and cost-effective solution to record and supervise calls

The Alcatel-Lucent OmniPCX RECORD Suite provides businesses with extra web-based audio and video call recording, as well as analytic tools. These capabilities enhance quality assurance, accelerate customer issue resolution, boost customer loyalty, and streamline employee monitoring and coaching.

OmniPCX RECORD Suite is easy to adopt and extremely cost-effective with seamless integration into new and existing Alcatel-Lucent OmniPCX Enterprise Communication Server environments.

OmniPCX RECORD Suite enables recording on VoIP, digital, analog, SIP trunk and more. The solution also provides monitoring and evaluation of customer — employee interactions with easy-to-use, web-based applications.

Features	Benefits
Record: Base package offers voice recording of inbound and outbound calls resolution	Minimized risk of disputes, and accelerated customer issues
Screen capture: Adds screen capture to the RECORD application for a complete audio interaction recordings visual history of the interaction	Reliable service quality assessment with actual customer-employee
Quality monitor: Offers quality reporting and evaluation analysis based on real calls	Improved employee performance with customizable evaluation tools
Silent monitor: Provides real-time silent monitoring of IP and non-IP calls on-Service evaluation and off-site	Discrete monitoring of agents in real-time for consistent Customer

Technical specifications

Record

- Rich recording facilities:
  - ¬ Total
  - ¬ Selective
  - ¬ On demand: complete or partial conversations
  - ¬ On demand retroactive (ROD)
  - ¬ Random
- Call recording of VoIP, digital, analog, SIP phone audio and video, Trunk side E1 or T1, SIP TRUNK, SIPREC audio and video, and mixed environments
- Support of multi-node environments (max. 8)
- Centralized recordings from independent satellite sites to a central server
- Web-based user interface for remote access, search and playback of recordings
- Record filters and triggers according to multiple rules:
  - ¬ Inbound/outbound calls
  - ¬ Team calls
  - ¬ Date and time
  - ¬ Specific number
  - ¬ Calling/called number
  - ¬ Extension
  - ¬ Internal/external
  - ¬ Correlated data: coupled with an Interactive Voice Response (IVR) or Advice Of Call Recording (AOCR): allows callers to choose whether to authorize recording or not
- Possibility to separate parts recording. Available for IP calls recording only.
- Support of multiple audio formats (OPUS, MP3, GSM6.10, WAV) for recording
- IP Attendant recording (4059 EE) (limitations apply, please see administration guide)
- Reporting/statistics module with multiple format export capability
- Call tagging with notes and comments
- Flagging and grading of calls at multiple levels
- Records encryption
- Login authentication via Radius or Microsoft Active Directory server
- SAN/NAS usable for both live and archived calls
- In line with Payment Cards Industry (PCI) and Markets in Financial Instruments Directive edition 2 (MiFID II) requirements for call recording systems
- Emailing of calls as file attachments
- Alarm sending via email or SNMP traps to a hypervisor

Screen capture

- Complete user desktop activity capture
- SIP video capture is synchronized with voice recording
- Capture of the extended screen
- Embedded video player
- Windows 10 and 11 supported on the client side

Silent monitor

- Remote and discrete monitoring of agents by listening to their conversations in real-time for consistent Customer Service evaluation
- Call recording can be controlled from the Silent Monitoring interface
- Rainbow instant messaging

Quality monitor

- Quality evaluation of recorded conversations
- Evaluation campaign creation to sample the calls which need to be evaluated
- Scorecard generation based on evaluated calls using a predefined campaign or directly from a questionnaire
- Customizable evaluation, multiple choice questionnaire (yes/no, scale from 0 to x, likert scale, etc.)
- Reporting to provide insight into the performance of an individual, or team…
- Dashboard providing an overview of the scorecard results evolution
- Agent tutorials based on scorecards, providing the ability to justify evaluation by adding written comments or learning attachments (audio, video, URL, PDF, flash animation and image files)
- Contextual menu in Call search screen, offers fast and easy instant call evaluation

Security

- FIPS security standard compliance
- Compatible with OmniPCX Enterprise native encryption for VoIP calls
- SRTP support in SIPREC Server for audio calls
- Strong password management policy
- Two-factor authentication (support of Google and Microsoft authenticators)
- Radius, Active Directory (LDAP over SSL)
- Rainbow authentication
- Purging utility that exports and/or removes call data, statistics, usage data, voice spectrum graphs, screen captures
- Security profiles granting tailored access rights: create/delete agents
- Records digital signature

Configuration

- Multi-language: French, English, Spanish, German, Italian, Portuguese, Brazilian
- Easy integration with CRM, toolbar or external applications via REST API
- Multi-tenancy: management and records playback menus are segregated based on individual tenants
- Synchro with PBX sets configuration

Options

- On demand:
  - ¬ Integration with third-party applications
- Remote installation pack

Architecture

- All-in-one solution
- Branch office topology
- Centralized record storage with Master/Satellite topology
- Non-IP streaming converted to IP with plug-and-play, solid state Packetizer
- Web-enabled architecture
- Support of OXE PCS environment
- High Availability (Warm Standby): optional
- Support of virtualization
- Compatible with OXE native encryption (from OXE Purple R100 MD)

Alcatel·Lucent Enterprise