Alcatel·Lucent Enterprise

NICE

Inform Recorder certified with OmniPCX Enterprise™

The **NICE Inform Recorder** voice recording system is a reliable and future-proofed recording solution ideal for any size Public Safety Organization to capture, store, retrieve and play back voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications including verification and compliance, dispute resolution, training and quality monitoring.

Integration Overview:

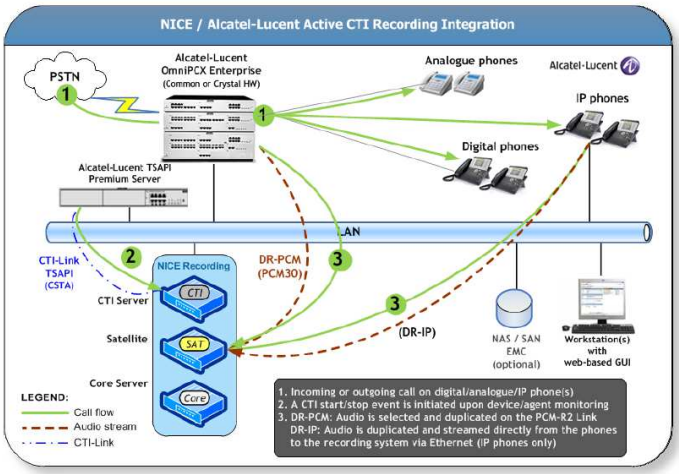
NICE Recording Solutions can be integrated via CTI with the Alcatel OmniPCX Enterprise system. This CTI-based connectivity facilitates Alcatel passive CTI Recording via CSTA and tapping cards and Alcatel active CTI Recording via a DR-Link PCM/2. For recording, an Alcatel TSAPI server is required and the relevant licenses on the NICE Recording System.

Integration Details:

ACTIVE CTI RECORDING

The NICE / Alcatel-Lucent Active/Passive CTI Recording Integration supports DR-PCM and DR-IP as Active CTI recording methods. Both methods are integrated with a CTI-enabled Alcatel-Lucent PBX environment (OmniPCX Enterprise) and communicate with an Alcatel-Lucent TSAPI Premium Server (Open Telephony Server).

The figure below visualizes the corresponding call and audio flows.



PASSIVE RECORDING

The passive CTI recording method also uses the CSTA link to detect call activity, and audio is captured using a passive tap at either a trunk or phone. For passive recording, two recording methods are supported:

- Passive CTI Set Side Recording
- Passive CTI Trunk Side Recording

All data is transferred to the CTI server via the Alcatel TSAPI Premium Server. In case of Passive Trunk Side Recording the audio is recorded from trunks by means of an E1 Tapping card. The Passive CTI Trunk Side recording is supported independent of the phone type used (provided that this phone type is supported).

In the case of Passive Set Side Recording the audio is recorded from telephone sets by means of parallel analogue or digital tapping cards, and captured on the applicable NICE Core Server or Satellite. Passive CTI Set Side recording supports all analogue phone types and the Alcatel digital extensions supported by NICE

Technical Details:

Environment

Partner	ALE
• Inform Recorder v9.0.1.	• OmniPCX EnterpriseR12.3.1™ • TSAPI R7.4.2

Supported APIs/Protocols

- TSAPI/IP DR-Link

Company Overview:

NICE®SYSTEMS Is the leading provider of Insight from Interactions™, offering comprehensive performance management and interaction analytics solutions for the enterprise and public safety and security markets

For technical support:
Call 1-800-NICE-611 (800-642-3611)
NICE Customer Portal
wiser.nice.com

NICE Systems Ltd
Tollbar House, Tollbar Way,
Hedge End, SO30 2ZP
Southampton, ENGLAND
https://www.nice.com/

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