

MITEL SRC RECORDING SOLUTIONS

This document is intended to provide an overview of the requirements for designing the CyberTech Recording Solutions for the Mitel Secure Recording Connector (SRC) CTI integration.

This document describes the following:

- Release overview
- Architecture overview
- Capabilities
- License overview
- Order info



RELEASE OVERVIEW

Mitel SRC

Mitel Secure Recording Connector (SRC) is a software solution that facilitates the recording of Mitel encrypted voice streams by third-party call recording equipment. SRC uses the Mitel Standard Linux (MSL) operating system as its base and is positioned on the LAN between the ICP and the sets to be recorded. It accepts requests from authorized third-party recording manufacturer CyberTech to establish taps in the voice stream. These taps are separate (mirrored) streams from the SRC to the recorder.

Overview:

The following **minimal** software versions are required for the Mitel equipment.

- Mitel 3300 ICP running release 7.0 (or higher).
- SRC: MSL release 8.2 (or higher) running SRC release 1.0.22 software blade (SRC R2 is not supported yet).
- Appropriate licensing. See section 2.6.
- Class of Service of monitored recorded extensions in Mitel 3300 ICP must allow MiTAI monitoring (contact Mitel system administrator for assistance).
- Setting Mitel: Class of Service options -> HCI/CTI/TAPI monitor allowed -> yes.

Remarks:

- The standard SRC server will support a maximum of 1000 devices (350 concurrent connections). For customers requiring more than 350 concurrent devices, further SRC servers can be installed.
- Mitel SRC IP address and port details must be available during installation.
- Mitel 3300 ICP IP address and port details must be available during installation.

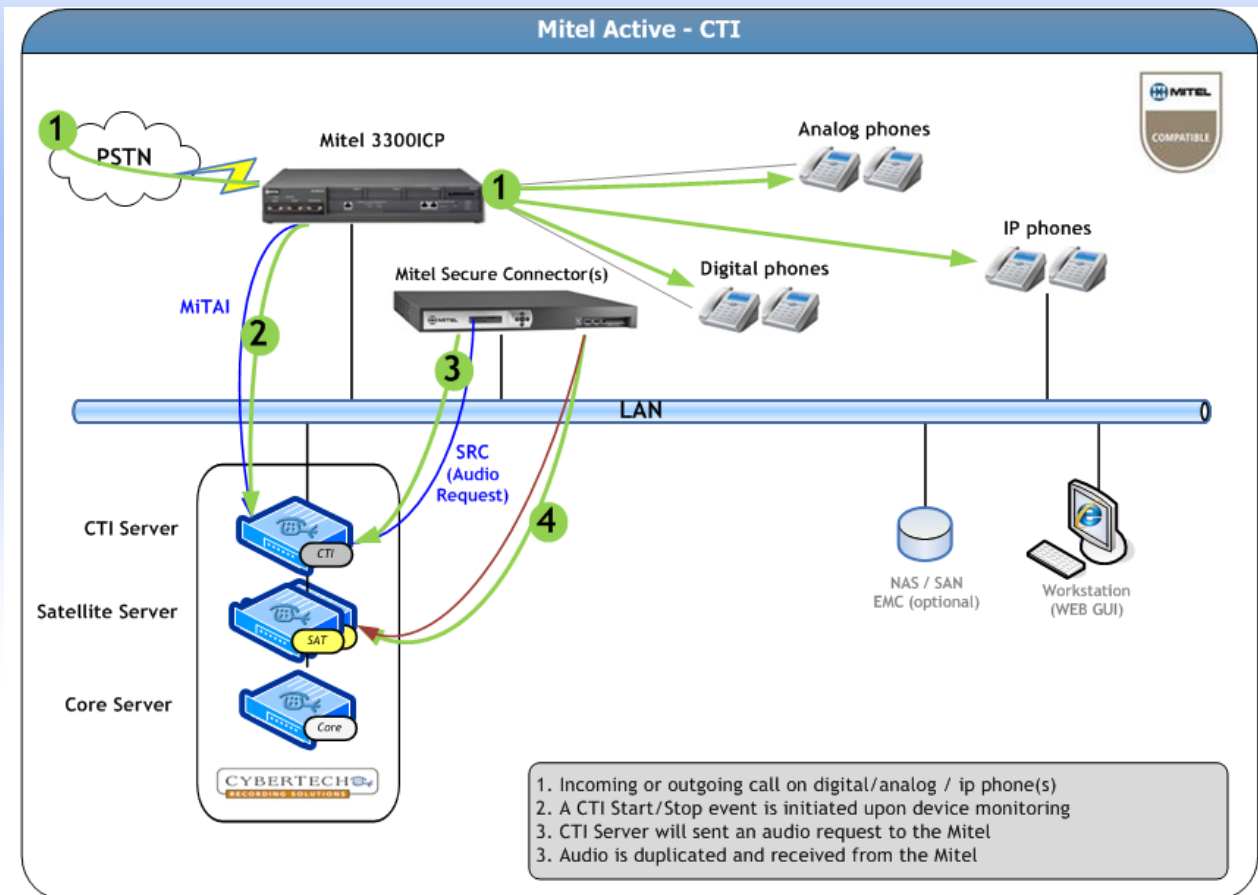
CyberTech

The CyberTech Recording Solution (Release 5 and higher) can be integrated with the Mitel Secure Recording Connector (SRC).

Overview:

The following **minimal** software versions are required for the CyberTech equipment.

- CyberTech Pro/Myracle Recorder release 5.0.0 or higher.
- CyberTech 'Mitel_SRC_Active_IP' install kit containing:
 - Mitel SRC Device Link Module: v1.0.4.114 or higher.
 - CallController : v1.2.32.116 or higher.
 - ServiceMonitor : v1.1.4.3 or higher
- Microsoft .NET 2.0 framework. (Download from www.microsoft.com if not installed)



LEGEND:
 — Call flow
 — Audio stream
 — CTI-Link

ARCHITECTURE

Mitel is introducing a new, secure way of connecting call recording equipment on 3300 IP Communications Platform (ICP). Using the Secure Recording Connector (SRC), customers are provided with a central connection point for call recording equipment, allowing recording of IP extensions and Mitel TeleWorker Solution phones with voice encryption activated. The Mitel Secure Recording Connector (SRC) provides a central connection point for call recorders and IP extensions that need to be recorded. The SRC is a stand-alone software blade, downloadable and licensable from the Mitel Applications Management Centre (AMC). The CyberTech Recording Solution (Release 5 and higher) can be integrated with the Mitel Secure Recording Connector (SRC). With this integration, the Mitel IP phones that are registered through the 3300IP Server can be recorded, even if encryption is enabled for these IP phones. The Mitel Secure Recording Connector acts as the ‘man-in-the-middle’ and delivers the voice and data of targeted calls to the CyberTech Voice Recording Solution.

The CyberTech Recording System with the Mitel Secure Connector integration is one of the world’s first totally secure recording solutions; calls are encrypted from beginning to end.

CAPABILITIES

PABX features

- Encrypted telephony environment (audio and/or call details).

SRC features

- IP phone / desktop can re-home to 2nd SRC on Failure of 1st. IP devices will be able to re-home to a second SRC upon failure of the first. This is not a specific function of the SRC, but relies on the resiliency option available on the 3300 ICP.

Free Seating / Hot Desking - Supported:

- Agents: Agents logging in and out
- Hot Desking: Allows users to change any extension to their own.

Supported Target Types

- Extensions. Select 'Recorded Extension' in GUI (See for details CTI manual).

Supported Phone Types

Support of IP Phones, Tele Worker Solution and Branch Office Connected Phones.

Supported IP phones:

- 5020 IP Phone
- 5212 IP Phone
- 5215 IP Phone / 5215 IP Phone Dual Mode.
- 5220 IP Phone / 5220 IP Phone Dual Mode.
- 5224 IP Phone
- 5235 IP Phone
- 5330 IP Phone (release 7.0 UR2 or later)
- 5340 IP Phone (release 7.0 UR2 or later)
- Mitel Navigator
- 5560 IPT (release 7.1 UR2 or later. Release 1.0 sets count as two devices when provisioning)

Supported peripherals:

- 5305 IP Conference Unit
- 5310 IP Conference Unit

Supported Call scenario's

The following call scenario's are supported :

- Basic point to point calls
- On hold
- Call Pick-Up
- Transfer (blind and consultative/supervised)
- Conferencing (blind and consultative/supervised)

Call Detail Information

CTI controlled recording can, similar to passive recording, result in separate audio sections, depending on the call scenario (like hold, conference, transfer etc.). These segments are called 'speech items'. These fields must be added to the recorder database manually after installation of the CTI components. A default ExtraFields.ini file is delivered with the installation kit. Consult the recorder Maintenance manual for 'additional database field' instructions. (Chapter 'database' -> 'Capturing extra fields').

Field details:

Name	Database Field	Type/Length	Description	Remark
Target	CVSC00	TXT, 50	Recorded target	The target that triggered the recording
CallID	CVSC01	TXT, 50	Call ID used in PBX system	Each call is assigned a call id by the PBX.
LastCause	CVSC02	TXT, 50	Last disconnect cause for call (Hold, Disc, etc)	Reason why the call was disconnected On hook, Transfer complete, etc.
Party00	CVSC03	TXT, 50	Calling party information (called DNIS/CLI)	The party that initiated the call
Party01	CVSC04	TXT, 50	Called party information (called DDI)	The party that received the call
Party02	CVSC05	TXT, 50	Party the call was ringing on	This is the party that was alerting. Only appears on the answering phone
Party03	CVSC06	TXT, 50	Party who was answering the call	This will always be the same as the target.
Party04	CVSC07	TXT, 50	Last party in call (transferring party)	Party that initiated the transfer or conference to this target
Party05	CVSC08	TXT, 50	List of parties in conference	List of parties involved in the transfer or conference. Due to the limited information in the SRC 'Device Link Module' this varies depending on the scenario
Party06	CVSC09	TXT, 50	Trunk ID involved in call	Incoming calls only
Party07	CVSC10	TXT, 50	ACD Queue the call came from	Queue where the call originated from
Party08	CVSC11	TXT, 255	Agent ID involved in the call	Logged in agent on phone
Party09	CVSC12	TXT, 50	Unique Call ID for multiple linked PBX	Not supported

LICENSE OVERVIEW

SRC audio format can be configured to Mitel's standard used codec's G.711/G.729A/G.722/G.723.1 G.729A/G.729A/G.722/G.723.1 requires separately CyberTech licensing. Received audio streams from recorded target are automatically sensed for used codec type on the recorder. For each channel in record, using optional codec's a license is required (concurrent licensing).

Mitel SRC

- SRC licenses (license quantity equal to the total number of concurrent recording devices).
- MiTAI in general does not require additional licensing.

Remarks:

- SRC application includes licenses for up to 5 devices.
- Licenses for additional devices are sold in quantities of 1, 10 and 50. These are ordered in the normal way and are downloaded from the AMC.

CyberTech

- Number of required IP recorder channels equals the number of recorded targets (Extensions/Agents)
- VoIP license G.711 per target
- VoIP license G.729A, G.722 or G.723.1 per concurrent recorded target (optional)
- Active Recording CTI License for Mitel SRC (data field 12) (one license per SRC 'Device Link Module')

ORDER INFO

Mitel

The required Mitel licenses can only be ordered from Mitel or a Mitel Authorized reseller.

CyberTech

These are the order items for the CyberTech licenses:

Description	Remarks
Myracle (max. 64 channels)	
Myracle, 4 ch. VoIP base License (incl. s-PCI card)	} Choose one of the base licenses (PCI or PCI-E card)
Myracle, 4 ch. VoIP base License (incl. s-PCI-E card)	
Myracle, 8 ch. VoIP base License (incl. s-PCI card)	
Myracle, 8 ch. VoIP base License (incl. s-PCI-E card)	
Myracle, VoIP additional License, per channel	1 for each recording target
Myracle, CTI Server softw. Mitel active VoIP recording	1 per recording system
Pro	
Pro, 4 ch. VoIP base License (incl. s-PCI card)	} Choose one of the base licenses (PCI or PCI-E card)
Pro, 4 ch. VoIP base License (incl. s-PCI-E card)	
Pro, 8 ch. VoIP base License (incl. s-PCI card)	
Pro, 8 ch. VoIP base License (incl. s-PCI-E card)	
Pro, VoIP additional License, per channel	1 for each recording target
Pro, CTI Server softw. Mitel active VoIP recording	1 per recording system