carin365
UNIFIED COMMUNICATIONS RECORDING

CARIN365

Unified Communications Recording

TC&C

Innovative Solutions for Unified Communications and Contact Center Systems

CISCO
Compatible

Overview

CARIN is an award-winning solution to record, analyze and archive voice and video calls, TelePresence sessions, mobile phone interactions and screen contents.

CARIN outperforms similar products not only by **recording multiple modes of communications** but also by providing unique features such as high volume processing, efficient multi-site support, reliable and scalable architecture, secured data access, feature-rich control from an IP phone and a high-availability option.

All media recording

Voice call recording with full CUCM compatibility

CARIN's compatibility with the current versions of Cisco Unified Communications Manager (CUCM) is regularly tested and verified by Cisco.

The official Cisco Compatible status ensures that customers using CARIN recording solution are able to protect their investment and can leverage the full functionality of the CUCM platform in conjunction with the recording system.

Pioneering in recording of video telephony and TelePresence

CARIN is one of the first solutions to offer video call recording capabilities on a Cisco platform. Video communication is captured, stored and can be searched the same way as voice calls. The CARIN Video Player is able to display both parties during playback side by side.

Uniquely in the world, CARIN captures all media channels of Cisco TelePresence System (CTS) sessions in a lossless way thus enables to reproduce the original user experience**.**
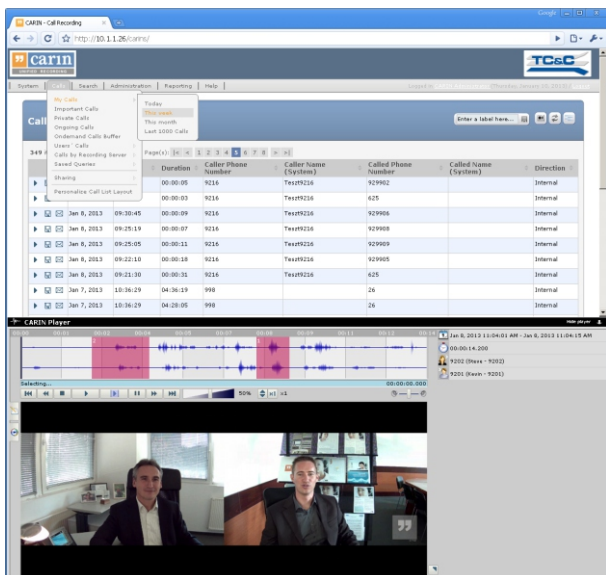
CARIN can broadcast any CTS sessions in real time via standard Microsoft streaming technologies. Viewer device can be any PC, Mac, smartphone or tablet.

Jabber and mobile phone recording

The centralized recording of Jabber and mobile phone interactions addresses the most current regulatory (MiFID II) and business demands. This function uses diverse methods:

- gateway preferred forking and recording of Jabber calls
- forced routing and recording of calls using CARIN Proxy and Passive Recorder
- SIPREC recording of calls exploiting direct routing by Mobile Network Operators.

Screen capturing

CARIN offers also a screen capturing feature. The system records the users' desktop activities fully synchronized with the calls in form of industry-standard AVI video files. Playing these videos enables a very simple post-call analysis. Contact center managers can benefit from detailed monitoring of customer service quality, identifying agent supplementary training needs and pinpointing flaws and inefficiencies in contact center agent application software.

CARIN features

Optimized for single and multi-site

CARIN supports both single and multi-site configurations, giving it the flexibility to grow with the enterprise. Each site has one or more Local Recorders (LR) connected to the central location via LAN/WAN. At the central location, recorded data files and other call information are stored on the Central Controller (CC), which coordinates the LRs' operation and acts as an archive server.

In a single-site environment, the LR and CC software components can be installed on a single server.

An extremely cost-effective configuration is to utilize the CARIN Desktop Edition. In this case the recorder application is installed on the PC workstation that is connected to the IP phone thereby avoiding the need for an LR. Recorded voice files are uploaded from the CARIN Desktop Recorder to the CC after completion of the call.

Enhanced search capabilities

Calls can be searched and filtered based on any call detail information or user defined comments.

CARIN also includes predefined search lists like My calls, Employees' calls, Calls by location, etc. What's more, all types of search queries can be saved for later use.

Advanced security features

- Recording of encrypted (SRTP) calls and secured storage of media files with support of integrity check
- HTTPS web interface (optional) with user authentication provides secure communication between the Central Controller and web clients
- CARIN uses SSL authenticated channels between the Local Recorders and the Central Controller during recorded call transfers and signaling
- Multi-level access control (privilege groups, permissions, etc.) enables flexible adaptation to any enterprise's security and business rules
- CARIN's web interface includes several other security features (four-eyes principle, token-based strong authentication, full audit trail and more)

Multiple recording modes

- **Full:** All calls are recorded for monitored extensions.
- **Selective:** Only preconfigured extensions are recorded. Configuration is available through a web-based user interface.
- **On-demand:** Every call is recorded, but only saved calls are kept. Users can save a call at any time during the call and even after the call until the next call is received.
- **Relevant part only:** Only the relevant parts of a call are saved. During the call users can mark the beginning and the end of the relevant section to be recorded.
- **Sensitive part suppressed:** Every call is recorded, but the sensitive parts are suppressed. During the call users can mark the beginning and the end of the sensitive sections that should not be recorded.

Centralized management

CARIN's unified web based user interface allows also the centralized management of CARIN distributed components (CCs and Lrs). All management tasks (e.g. changing configuration settings, monitoring key server and OS parameters) can be performed through this interface utlizing secure communication channels (SSL).

Built-in modules and special functions

- Quality Assurance module allows QA analysts to evaluate calls handled by the agents.
- Transcription module provides a speech-to-text function.
- Stereo recording allows users to play back call channels separately in order to increase distinctness.
- Private call handling through the user interface.
- Support for timezone management.
- Robust integrated Reporting Tool.

CARIN Hosted Edition for multi-tenant environments

CARIN Hosted Edition is a powerful solution for Service Providers to increase their profitability by offering high-end UC call recording services to their Customers at a competitive price with flexible billing options and low TCO.
CARIN Hosted is built on the robust CARIN Enterprise call recording platform to offer multiple, full-featured UC call recording environments, or "Virtual Recorders" (VR), on a single platform that are easy to manage and are independent with secured data access and separation.
CARIN Hosted is ideal for IP Telephony service providers, shared customer contact centers and for larger enterprises as well.

CARIN365 - Recording as a Service

CARIN365 is one of the world's first recording solutions to be offered also as a cloud-based solution.
It can integrate seamlessly and securely into any unified communications environment. Due to its unique Recording as a Service (RaaS) approach it is highly efficient and cost-effective — pay only for what you use.
Recording is simplified to simply logging on and replaying calls irrespective of the size of your business.

Performance, scalability and reliability

High performance recording engine
CARIN's latest recording engine supports 720 concurrent audio calls on a single server, proving superior performance in the UC call recorder market. When needed, larger call volume is managed using multiple recording servers.

High availability
CARIN is prepared to handle even non-compliant signaling messages. Excellent uptime statistics are achieved by our customers (>99.9%) even with non-redundant solutions. Increased system reliability can be realized by multiplying the recording components. This way the failure of one recorder will not lead to disruption of recording.

Advanced system monitoring
The deployed CARIN recording infrastructure is managed round-the-clock by CARIN itself. The Advanced Monitoring service, which identifies fault situations, intervenes automatically if needed and sends configurable alerts through email and enterprise standard, SNMP protocol.

Technical Specification

Supported signaling protocols	Cisco SCCP, SIP Other protocols optionally supported.
Supported codecs	Audio: G.711, G.729, G.722, Cisco Wideband, AAC-LD Video: H.261, H.263, H.264
Types of recording	Passive (port monitoring), Active (conference based), Desktop (via PC connected to IP phone) Built-In Bridge (dual media streaming for CUCM 6.x or above), Proxy
Capacity per recording server	up to 1000 simultaneous calls (capacity depends on system configuration)
Platform	Intel Xeon based PC server Microsoft Windows 2008 R2 Server or above SCSI/SAS hard disk recommended Archiving media devices and software VMware virtualization is supported
Supported databases	Microsoft SQL Server 2008 or above
Storage	Selectable transcoding algorithms. Archiving to industry standard archiving media.
User interface, replay	Internet Explorer 11, FireFox 40.0+, Chrome 50.0+
Searching	Call start, Duration Caller phone number, system name, CARIN name, IP address Called phone number, system name, CARIN name, IP address Call direction, Recording server (if there are more than one LR) Unique call ID Comment fields One-click listing by: My calls, Important calls, Private calls, Ongoing call, Users' calls, Calls by recording server, Saved queries
Language support	English, German, French, Swedish, Arabic, Romanian, Hungarian Other languages optionally supported

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