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Call Recording for Larger Companies, Part I

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Introduction

Companies record customer interactions for a variety of reasons. Some, such as banks, trading floors or insurance companies are required by law to document business transactions. Others, especially organizations with call centers, use recording for quality monitoring, to supplement agent training programs and provide optimal customer support.

Larger companies need a flexible, scalable and easy-to-use recording solution for current and future requirements as they grow and incorporate new technology.

Current Recording Environments

Many companies continue to use their common TDM telephone network with analog or digital phone lines and different connection types to the public telephone network (PSTN). A voice recording system must be connected to the trunk or to the extensions to provide recording.

A different type of infrastructure, Voice over IP (VoIP), transmits calls over local area networks (LANs). The voice data is streamed over the network, and the recording system captures these streams to record the call. The recorder can be connected directly to an IP phone, similar to the third party in a conference (active recording), or it can analyze the network traffic and filter out voice streams (passive recording).

Market Requirements and Trends

Large companies and high-volume call centers are investing in VoIP because of economies of scale and other inherent advantages in this technology. But the TDM environment is still prevalent and is often replaced on an ad hoc basis. Therefore, for financial reasons, a recording system must support hybrid operations. By recording TDM and VoIP calls within one system, large companies can undergo a seamless transition from traditional to VoIP recording without incurring additional expenses for separate recording solutions.

Larger companies must also evaluate the flexibility of their recording system. During periods of rapid growth, the recording solution should cover additional channels without buying an extra unit to increase capacity. Also, when new PBXs with their own proprietary interfaces are integrated into the network, the recording system should support them all in the same box.

Finally, due to the nature of unplanned growth, large companies often adopt a mixed operation with both analog and digital extensions. A flexible recording system should handle this situation as well.

Larger companies must also address security concerns. To prevent loss of data due to hardware problems, a recording solution must provide redundant hard disks with RAID 1 or RAID 5 as well as backup functionality for database, call and configuration settings. A redundant power source and the capability of connecting to an uninterruptible power supply (UPS) are needed for high reliability and to shut down a system smoothly.

Conclusion

Telephone environments are in flux. Traditional TDM communications are continuously being replaced by VoIP networks, so large companies need hybrid recording systems to cover both technologies within one box. Only flexible solutions will meet the requirements of today's growing companies.

ASC is a leading global provider of innovative solutions to record, analyze and evaluate communications. With ASC software, all multimedia interactions in contact centers, financial institutions and public safety organizations are documented and analyzed by intelligent speech and text evaluation methods.