

## **Call Recording for Larger Companies, Part II: Methods**

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### **Introduction**

Today, traditional TDM communications are being replaced by the rapid growth of Voice Over IP (VoIP), a powerful, new technology used to send audio signals over electronic networks. Larger companies need voice recording systems that incorporate both TDM and VoIP.

### **Recording Methods**

Recording initiation must be a flexible, user-defined process. Start triggers should be configured independently for each channel's unique purpose and recording environment.

Among others, three common triggers, connect triggers, VOX triggers and external triggers, are available. Connect triggers start recording when a connection between two parties is established; VOX triggers start recording when the audio volume rises for an extended time span; external triggers are tied to other applications including programs analyzing screen activities. These programs may start recording based on specific events such as pressing a pre-defined button or the appearance of messages on the screen. External triggers may be activated manually via applications or automatically via CTI .

Other triggers like ring-tone detection, on/off hook detection or start/stop via function keys on a telephone provide customer specific recording initiation for almost any situation.

In larger companies with hundreds of phone lines, selective recording is used to preserve calls from specific channels or to limit recording to defined time spans or user groups. Recording planners employ pre-defined, prioritized rules to build complex recording scenarios.

### **Playback Methods**

Call playback for larger companies may be complicated for security considerations or because recording units are used in multiple branch locations. Therefore, call playback should occur directly on the centralized recording solution through a dedicated server. To provide access from any company site, recordings should be transmitted via network through browser-based replay applications without any additional software. In addition, when web access is unavailable, playback should be accessible by phone. This method requires an API running on the telephone system so the user can search and replay calls directly.

To protect recordings from unauthorized replay, the recording system must enforce user rights to control access, perhaps limiting it to specific channels, phone numbers or time spans. This access must be configured independently for different users or groups.

## **Archiving Methods**

Due to the number of recordings, larger companies need an advanced solution for long-term storage. Archiving on DVD must be supplemented by other methods using internal archive tape, removable disk drives, external hard disks or USB devices to allow storage of large amounts of data.

For online storage, networked attached storage (NAS) may be used as an extended hard disk. In addition, larger companies may need to store important calls separately, so a recording solution should allow selective archiving.

## **Conclusion**

To meet the requirements of large companies, a recording system must provide flexible configurations and different methods for call storage and replay. New technologies must be integrated for high-volume recording. To control recording of hundreds or thousands of calls each day, recording planners must provide definable rules for each channel to determine how to handle a call.

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*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.*