Recording Interface Application (RIA)
Optimal Communication between PBX and Recorder

What ASC offers:
- Optimal communication between PBX and Recorder
- A wide range of connections to the world’s leading PBXs and their vendor-specific protocols
- Networked recording, passive trunk or extension-side-recording and active recording by initiating Service Observe
- Visual graphical user interface for easy administration and a visual alarm manager

RIA solutions...
- Tag audio data with additional call information, allowing fast and efficient searching for archived calls.
- Enhance ASC’s CTI software to improve architecture, features and integrations.
- Are available for TDM and VoIP recording.

We record & analyze communications
Recording Interface Application (RIA)

Computer Telephony Integration (CTI) combines telephone and computer systems to provide calling line information, display, on-screen dialing and automatic call distribution. ASC’s Recording Interface Applications (RIA) enhance its CTI software to improve architecture, features and integrations.

Depending on the solution, RIA either runs independently on a Windows PC or on conjunction with the recorder. The software is easy to install and may be configured and administered through the DataManager application of the ASC recorder.

RIA’s Workflow
RIA consists of three modules:

- First, an XML-converter transforms the binary index data from the CDR/SMDR interface of the PBX into XML statements. Subsequently, these standardized XML statements may be processed by the connected State Machine.
- Second, once the State Machine has received the call-status information, users may easily define the grammar (possible states include “ring tone” or “off hook”) in the Visual Grammar Studio. ASC’s own Visual Grammar Studio lets the on-site service technician adjust the CTI application, e.g., caller information ID may be inserted into the Partner Phone Number field. This action will also affect the Recording Planner’s black/white list control.
- Third, the data output tags calls and controls the recorder: Certain states may affect functions such as start, stop and tagging. For example, it is possible to start recording after the ring tone instead of using a vox trigger.

ASC’s RIA solutions are available for TDM and VoIP recording. Four types of RIA are available:

- RIAactive
- RIApassive
- RIAtagger
- RIAopen

Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

Active Recording with RIAactive
RIAactive initiates the Service Observe feature through an active CTI link. Calls are delivered as conference calls through a dedicated trunk to the recorder. This functionality is bi-directional and operates in real time. RIAactive forwards the call status information to the Recording Planner to determine whether to record a call or not.

RIAactive enables selective, on-demand and centralized recording. It allows free seating in contact centers and runs with ASC’s quality management software, INSPIRATION

RIAactive is recommended for multiple extensions when only a few calls must be recorded simultaneously.

Recording with RIApassive
RIApassive receives a data stream from the CTI/SMDR link and tags data to the corresponding calls. Calls are accessed from dedicated recording outputs, trunk side and/or extension side. RIApassive may be used for on-demand recording, initiated by pressing a key on the phone.

RIAopen
RIAopen is a software development kit. It provides a framework for RIAactive, RIApassive and RIAtagger and helps to integrate CTI, SMDR and CDR interfaces with MARATHON EVOLUTION, EVO and EVOip.

ASC helps distributors and business partners to configure the interfaces between the recorder and telephony systems themselves. With RIAopen, a service technician can adjust the CTI application to meet the needs of a particular customer. The Visual Grammar Studio works through mouse clicks and drag-and-drop operation and is therefore the perfect tool even for personnel without deep programming skills.

Thus, ASC has made the development of customized CTI integrations faster, easier and more cost efficient than ever before.