



**FLEXIBLE, RELIABLE AND
SCALABLE RECORDING**





FLEXIBLE, RELIABLE AND SCALABLE RECORDING

Call recording is increasingly becoming a must-have for organisations of any size, independent of their business sector. For example, calls may need to be recorded for:

- Verification and compliance purposes in busy trading floors or emergency services' control rooms
- Dispute resolution in insurance companies' telesales offices
- Training & Quality Monitoring in contact centres of any nature

Activa has been providing integrated call recording solutions since 1988 to thousands of businesses. Activa's philosophy of offering easy to use, reliable and future-proof platforms has culminated with Veritel Pro, a complete, intuitive and scalable solution that addresses any call recording need, providing total resilience and operational flexibility. Veritel Pro is manufactured in the UK in partnership with CyberTech, a global telecom technology company.

SOLUTION OVERVIEW

Veritel Pro is the perfect solution for capturing, storing, retrieving and replaying voice, radio and data interactions in either traditional or Internet Protocol (IP) telephony environments independently from their physical location within the organisation.

Based on industry open standard components, technologies and protocols, with Veritel Pro you can:

- Capture from 4 to thousands of channel extensions at a single site or across multiple locations.
- Store securely the recordings at individual sites or at a central location on new or existing storage devices.
- Retrieve and Replay recordings fast and accurately through an intuitive browser-based interface from any location with no replay licensing limitations.

The screenshot displays the Veritel Pro web interface. At the top, there are navigation tabs: 'my account', 'system installation', 'system configuration', 'user administration', 'system status', 'RECORDED CALLS', and 'quit'. Below these are sub-tabs: 'call search', 'column selection', and 'call listing'. The main content area shows a search result for 'calls French 218' with 10 results. A table lists call details:

Call ID	Call Data	Start date	Duration	Status	User Name	Channel	Marked as	Recording quality
350	1234567890	2005-06-30 12:06:10	00:00:27	Normal	admin	32		44.1.1.107
354	Test Call 2	2005-06-30 12:06:05	00:00:37	Normal	admin	20		44.1.1.107
353	Test Call 1	2005-06-30 12:06:00	00:00:05	Normal	admin	17		44.1.1.107
352	Helpdesk	2005-06-30 12:06:00	00:00:07	Normal	admin	26		44.1.1.107
351	911	2005-06-30 12:06:00	00:00:06	Normal	admin	17		44.1.1.107
350	0113172648544	2005-06-30 12:06:00	00:00:16	Normal	admin	32		44.1.1.107
348	8234567890	2005-06-30 12:06:00	00:00:07	Normal	admin	32		44.1.1.107
348	Test Call 2	2005-06-30 12:06:00	00:00:26	Normal	admin	20		44.1.1.107
347					admin	17		44.1.1.107
346					admin	20		44.1.1.107
343					admin	32		44.1.1.107
342					admin	22		44.1.1.107
340					admin	20		44.1.1.107
340					admin	17		44.1.1.107
340					admin	26		44.1.1.107
336					admin	17		44.1.1.107

An 'Audio player' window is overlaid on the table, showing a timestamp of '2005-6-30 12:05:46.145' and playback controls. A 'Call details' popup window is also visible, showing the following information:

Main properties	
Start time	0/30/2005 12:05:37 PM
End time	0/30/2005 12:06:53 PM
Duration	00:00:17
Direction	Recording
Channel (user)	32
Marked as	Normal calls
Number info	1234567890

FEATURES AND BENEFITS

FLEXIBILITY

- **Multiple recording configurations.** Depending on individual user requirement, Veritel Pro is available in:
 - Standalone configuration for single site recording
 - Satellite Server configuration for distributed recording
 - Enterprise configuration for high availability and resilience requirements.
- **Remote administration capabilities.** Web based configuration and administration tools allow for time and operational efficiencies and lower cost of ownership.
- **Flexible capture and storage options,** including bulk, selective and on-demand recording and rule based archiving.

"We chose the Veritel Pro recording solution because it provides us with the optimum risk management and operational flexibility to match our requirements. Its intuitive user interface makes it very easy to use and allows us to achieve total resilience and reliability by storing calls locally at each site and remotely archiving them to our existing storage server. We invested in the Veritel Pro platform since we feel it can grow and develop according to our current and future service demands."

TEES EAST AND NORTH YORKSHIRE AMBULANCE SERVICE (TENYAS)

SCALABILITY

- **Unlimited channels multimedia recording.** Veritel Pro can record from 4 to 1000s of channel extensions simultaneously, capturing voice, voice over IP and trunked radio interactions. Veritel Pro is one of the few recording solutions that has achieved the Motorola Dimetra Certification and is compatible with other major TETRA systems, such as Nokia, and implementations such as O2 Airwave.
- **Seamless upgrade path to IP allowing for the recording of hybrid environments (traditional and VoIP) from the same platform.** With a simple software upgrade, the same Veritel Pro system used for recording traditional (TDM) calls can be enabled to record both TDM and VoIP or just VoIP traffic, all from within the same platform.
- **Unlimited browser-based search and replay user licences.** Unlike other systems on the market, there is no need to purchase additional user licenses for call search and replay purposes. Calls can be accessed from any location in a secure manner through a browser or a telephone line.
- **Optional integrated Quality Monitor module.** Veritel XQ, a modular agent evaluation and performance analysis tool, can be added as a fully integrated option to Veritel Pro.

RESILIENCE & SECURITY

- **Flexible storage and business continuity options.** Veritel Pro is provided with 56,470 hours* on-line storage and remote archive facilities for maximum resilience. Veritel Pro supports archiving to any mass storage device (i.e. Network Attached Storage) on the organisation's network, providing resilience continuity options and archiving flexibility for long term online access to calls. By using database replication and mirroring, it is possible to store identical copies of the calls in two locations, with immediate backup restoration in the event of a failure.
- **Tamper-proof recordings.** Veritel Pro features the market's first 256 bit Rijndael AES audio encryption which, coupled with MD5 fingerprinting, prevents any unauthorised replay, alteration or editing of the audio files. Veritel Pro recordings are admissible evidence in a court of law.

SEAMLESS INTEGRATION

- **Open architecture.** Veritel Pro is built using open-system technology and commercial-off-the-shelf (COTS) servers, thus it integrates with any existing infrastructure, it is easy to maintain and caters for future expansion.
- **Tagging of call with additional information as standard without expensive and complex CTI (Computer Telephony Integration) connection.** For fast and accurate call retrieval, recorded calls can be tagged with additional information and traditionally this is achieved through expensive CTI integration. Due to Veritel's unique digital decoding interfaces, the recorded conversations can be automatically tagged with additional call data such as call type, dialled number and calling party number. Up to 20 additional user defined information fields can also be added to the recordings and used for swift call retrieval.

"Since we operate within the telecoms sector, we are ideally placed to have a fundamental understanding of the vast choice of different recording solutions in the market. We felt that for overall value for money, operational support and range of value added services, the Activa's Veritel solution was a clear winner. After using the solution for a few months, I can honestly say that you cannot put a price on the value that the Veritel recorder has brought to our business and on the positive increase in client's perception which is fundamental to our continuous growth."

CATALYST COMMERCIAL SERVICES

SYSTEM HIGHLIGHTS

RECORDING MODES

- Full recording
- Selective and rules based recording with selections based on
 - Full D-Channel support (no need for CTI servers and databases)
 - Channel
 - Date and time
 - Line key
 - User or extension number
 - Function key
 - Calling Line Id (via DTMF FSK or D-Channel)
 - On/off hook
 - Include / exclude telephone number lists
- Recording on demand

SELECTIVE DELETING

- Calls and related information can be deleted by age
- A delete schedule can be invoked for marked calls
- Call information can be kept even if the audio part is deleted

SECURITY

- Rijndael 256 bit audio encryption
- MD5 fingerprinting

SCALABILITY

- Mixed analogue/digital/VoIP recording (4 channels and upwards) is possible
- Upper limits are determined by number of available PCI slots on server and system performance
- Recorders can be clustered
- Number of channels can be extended by simply adding an extra interface card

ARCHIVING

- Archiving can be scheduled based on selected rules
- Archived calls can be replayed directly from the archiving media
- Archiving can be done to DVD Ram or remote hard drive
- Archiving and off-line storage to inbuilt DVD drive included as standard with every system

SPEECH STORAGE

- Compression: True Speech (factor 7.5) or GSM (factor 5)
- 56,470 hours* of recordings stored on line for instant replay
- Local or network storage
- Redundant storage (mirroring/RAID) supported

USER RIGHTS & ADMINISTRATION

- All user administration is web based, remote maintenance possible
- Extensive rights can be defined for different users
- Users can be assigned to groups
- Managers can assign rights to users to access, for example, only their own calls, or calls of specific groups
- Templates are available to set up and apply rights to users more easily

AUDIO INTERFACES

- **Trunk recording**
 - ISDN E1, ISDN T1, Analogue, ISDN2, DPNSS, DASS2, PCM30/PCM32, QSig
- **Extension recording**
 - Analogue, ISDN2, Proprietary digital extensions, VoIP
- **Audio and D-Channel support for all major PABXs including:**
 - Alcatel, Ascum, Aspect, Avaya, Bosch, Ericsson, Inter-Tel, ISDN2 ETSI/1TR6, Fujitsu, Lucent Index, Mitel, NEC, Nitsuko, Nortel, Panasonic, Philips, Realitis, Rockwell, Siemens, Tadicom, Toshiba
- **VoIP recording**
 - Audio formats: G.711, G.729.A
 - Signalling protocols H.323, SIP, Avaya IP Office, Nortel BCM, Nortel Succession, CISCO Skinny, Alcatel Omni PCX, Mitel

TECHNICAL DATA

Channels and recording devices

Analog inputs	4 ... 144 channels per chassis
Digital inputs	4 ... 144 channels MVTC or 180 channels PRI / PCM 180 or mixed configuration of analog/digital per chassis
Hard disk (built-in)	56,470 standard hours*
Signal input	analog: symmetrically, 1 ... 200 mV or 10 ... 2000 mV; impedance 600 ohms or > 22 kOhms
Voice over IP (VoIP)	H.323, SIP, Avaya IP Office, Nortel BCM, Nortel Succession, CISCO Skinny, Alcatel Omni PCX, Mitel
Protocols (digital)	PCM30/PCM32; PRI: E1 – ISDN / T1 – ISDN / T1 – RBS / DPNSS / DASS2 / QSig; BRI ISDN EDSS1, proprietary

Audio input (analog)

Frequency range	300 ... 3400 Hz, +/- 3 dB
Signal-to-noise ratio	> 42 dB (A)
Distortion factor	< 3%
Cross talk attenuation	> 60 dB / 1 kHz
AGC amplifier	response time 20 ms / 20 dB recovery time 250 ms ... 4 sec. / 20 dB adjustable

Operation modes

Data compression	2.15, 3.95, 5.95, 8, 8.5, 13, 24, 32 or 64 kbit/sec.
Start delay	0 ms
Stop time	1 ... 120 sec. adjustable
Time synchronization	optional: NTP, input for minute pulse, DCF 77, GPS, IRIG B, IRIG E, HOPF, output: minute pulse relay outputs for optical and audible alarm (option)
Alarm contact	

Environment

Power supply	115 / 230 V AC
Temperature range	+5 ... +35 °C
Dimensions (rack mounted):	4U (Depth: 550 mm)
Weight	approx. 15 kg

Approvals

Security standards	EN 60950, UL 60950 / CSA C22.2
EMC / ESD	EN 55022, FCC Part 15 class A, EN 55024, EN 61000-3-2, EN 61000-3-3
PTT	FCC Part 68, TBR 3, TBR 4, TBR 21

Subject to change without notice

*using 5.95 kBit/sec. compression rate

