MiaRec
CALL RECORDING SOLUTION

SIPREC CALL RECORDING SOLUTION FOR AVAYA SBCE

MiaRec is a proud member of the Avaya DevConnect program, providing call recording and contact center solutions that are tightly integrated and 100 percent interoperable with Avaya's communications systems.

MiaRec's flexible architecture allows deployment in any business environment, from small contact centers to global enterprises with multiple locations and complex networks. MiaRec supports centralized call recording across multiple locations and delivers industry-leading performance. It can record 1,000 calls concurrently on a single server, and multiple servers can be deployed for greater capacity.

MiaRec's integration with Avaya business communications products provides Avaya customers with reliable, advanced, feature-reach contact center solutions, helping customers maximize their ROI in Avaya infrastructure.

MiaRec has fully integrated its award-winning Call Recording and Quality Management software with Avaya Session Border Controller in conjunction with Avaya Aura Communication Manager or Avaya IP Office.

SUPPORTED INTEGRATIONS:

- Avaya Aura Communication Manager with Avaya Session Border Controller for Enterprise
- Avaya IP Office with Avaya SBCE

MIAREC SERVER REQUIREMENTS:

- Windows Server 2003, 2008, 2012, 7, 8, 10 (32 or 64 bit) operating system or Centos/RedHat 6/7 (64-bit)
- 1,000 concurrent calls per server – additional servers can be deployed if higher capacity is required
- 145,000 hours per 1 TB disk space

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TOP FEATURES:

- **Centralized web-based access and administration**
  Authorized users can quickly and easily access call data via MiaRec web-based interface across any number of locations

- **Enhanced search capabilities**
  Call recordings can be searched and filtered based on many call parameters, such as agent's name, extension, customer's phone number, date/time, etc.

- **Multiple recording modes**
  Automatic 100% call recording, selective, and on-demand call recording options

- **Advanced security**
  Role-based permissions, rock-solid encryption, file watermarking, and audit log ensure compliance with the highest security standards

- **Compliance-ready**
  Pause/resume functionality and advanced security features for PCI and HIPAA compliance

- **Live Monitoring**
  Monitor employees' calls in real time to guide and support agents to deliver optimum customer service

- **Agent Evaluation**
  Monitor and evaluate agent performance using built-in customizable scorecards

- **Comprehensive reporting**
  Generate statistics for calls, days, groups, users, and agents' performance with MiaRec's comprehensive reporting features

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NETWORK ARCHITECTURE

MiaRec integrates with Avaya Session Border Controller for Enterprise (SBCE) using SIPREC interface to provide a fully automatic call recording and quality management solution. MiaRec supports SIPREC-based recording in multiple configurations including Avaya Aura Communication Manager as well as Avaya IP Office platform.

How it works:

MiaRec is configured as a Session Recording Server (SRS) at Avaya Session Border Controller for Enterprise (SBCE). When call passes trough SBCE to SIP trunk, the call metadata and media are forked to recording server via SIPREC protocol.

MiaRec decodes the data and archives on local storage.

Users may access the recorded conversations through an intuitive web interface supporting role-based access control.

Benefits:

- Software-only solution – does not requre telephony boards or any wiring beyond a typical network infrastructure
- Seamless integration – does not use any resources on Avaya Communication Manager or Media Gateway
- Fully automatic call recording with optional support of on-demand recording
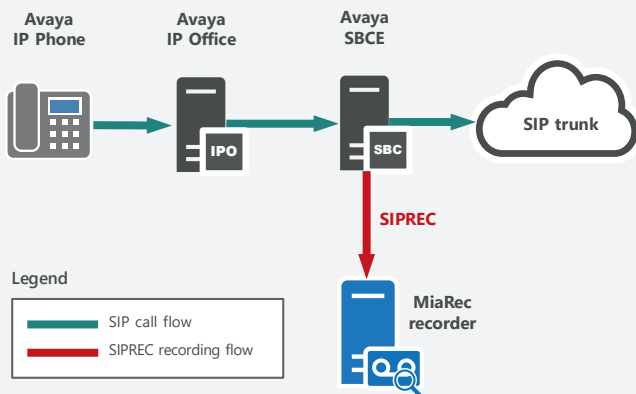
Requirements:

- Avaya SBCE
- Every recorded call additionally requires one standard and one advanced license on Avaya SBCE

Supported call scenarios:

- Local IP phone › SIP trunk
- SIP trunk › Local IP phone

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Avaya IP Office + SBCE

Avaya Aura Communication Manager + SBCE