

## BROADWORKS COMPATIBILITY DATASHEET

MiaRec is a carrier-grade multi-tenant call recording solution, designed for Service Providers willing to resell call recording as a service to end users.

MiaRec solution was verified by Broadsoft through the very rigorous Interoperability Test. The official Broadsoft validation status ensures Service Providers using BroadWorks platform can deploy easily and benefit from fully functional, advanced and reliable call recording solution.

MiaRec offers multiple recording options with diverse flexibility to fit the specific needs of service providers and their customers.

High scalability, advanced security and exceptional reliability make MiaRec a truly cloud-ready call recording solution.



### TOP FEATURES:

- Centralized Web-based access and Administration. Authorized users can quickly and easily access call data via MiaRec web-based user interface across any number of locations
- Ease of portal integration, single sign-on. Rich set of web service APIs to ensure seamless integration of call recording service into the service provider portal
- Multiple recording modes. Automatic 100% call recording, selective and on-demand call recording options
- Multi-tenancy and security. Multi-level access control and partitioned multi-tenant resources ensure data protection and customer privacy
- Quick implementation and easy management. Fast and easy deployment of call recording service with low on-going maintenance
- Virtualization support. MiaRec supports VMWare, Hyper-V, XEN virtualization platforms enabling multiple virtual machines to run on a single physical server
- Linear scalability. Scales easily to thousands of users across geographically distributed locations
- Load balancing. It is possible to deploy multiple recording servers with a single BroadWorks system. The system administrator can specify which recording server to use at the group level. This allows to balance a load between multiple servers

### SUPPORTED INTEGRATIONS:

- BroadWorks v. 17.sp4 or higher (SIPREC)
- BroadWorks other version (port mirroring)

### MIAREC SERVER REQUIREMENTS:

- Red Hat / Centos (64-bit) or Windows Server 2008/2012 (32 or 64 bit) operating system
- 1,000 concurrent calls per server. Additional servers can be deployed if higher capacity is required
- 145,000 hours per 1 TB disk space
- Virtualization support

## NETWORK ARCHITECTURE

MiaRec supports both on-premises and hosted deployment options. This gives Service Providers and customers the ability to choose the best call recording technology to fully meet their business and technical requirements.

### HOSTED CALL RECORDING

In a hosted environment MiaRec recording server is located inside Service Provider's datacenter. Customers get access to own call recordings remotely via web-browser. Customer's data is isolated from each other.

BroadWorks system uses established SIPREC link to send call details (caller/called phone number, service provider id etc) and audio RTP stream to MiaRec recording server.

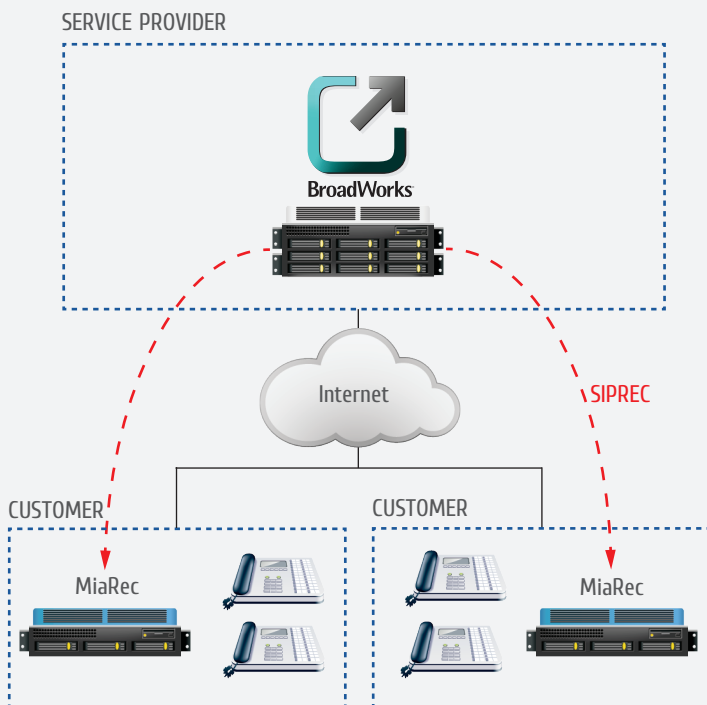
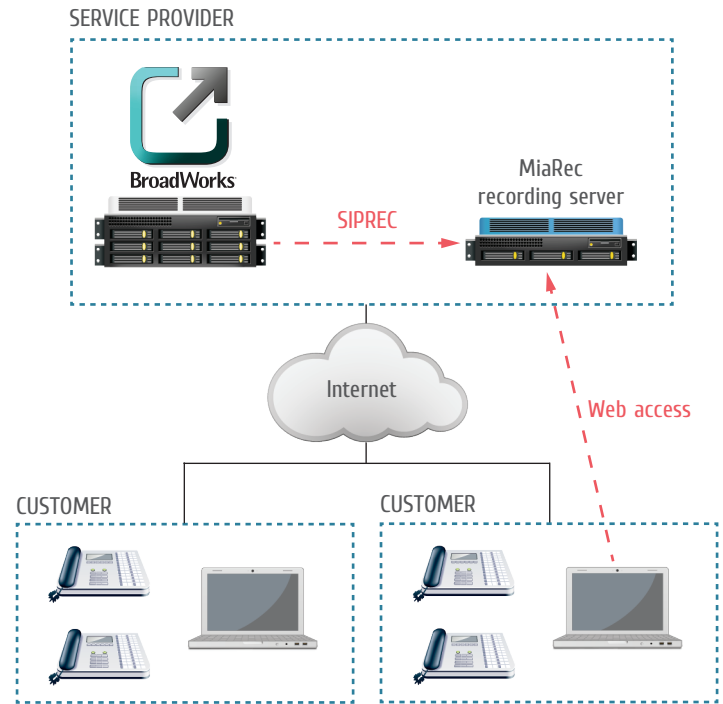
Each user can be configured in two different recording modes: Always and On-Demand.

#### Benefits for customers:

- No administration burden. Customers do not need to administer and manage call recording system. It is managed by Service Provider.
- No additional equipment is installed on customer site
- Support of multi-site and remote/mobile staff
- Customers pay monthly fee
- No upfront investment for customers

#### Benefits for Service Provider:

- Attract new customers, willing to or required to record phone conversations
- Additional revenue from recording service



### ON-PREMISE CALL RECORDING

MiaRec supports deployment of call recording server on customer premises.

Some customers are required to store recorded phone conversation files locally only due to security policies.

Each user group inside BroadWorks can be assigned to individual recording server.

#### Benefits for customers

- Full control of recording system. The server remains in possession of the customer.
- Easy integration between call recording system and customer's applications like CRM, QA etc

#### Benefits for Service Provider:

- No administration burden. A recording server is installed and managed by customer himself
- No hardware is installed on SP premises