

Net-Net Interactive Session Recorder (ISR)

data sheet

Overview

Acme Packet's Net-Net Interactive Session Recorder (ISR) is the industry's most scalable and easy to deploy IP communications session recording solution. Specifically designed to overcome the unique challenges associated with capturing, securing, archiving and managing interactive session recordings in IP telephony and unified communications (UC) environments, the highly-extensible, feature-rich solution lets enterprises, contact centers and service providers enjoy state-of-the-art session recording. The solution is ideal for regulatory compliance and quality assurance recording applications as enterprises and contact centers transition to IP-based communications infrastructures. It also enables service providers to deliver new cloud-based session recording services that complement SIP trunking services.

Conventional call recording solutions are based on closed architectures and offer only limited, low-level APIs, which make it difficult to integrate into the applications enterprises use to run their business. Legacy solutions are limited to only voice calls and can take weeks or even months to deploy. The ISR leverages a modular, software-based architecture and open Web 2.0 APIs to enable rapid product deployment and straight forward integration into business intelligence, analytics, compliance and quality assurance applications. Compared to traditional call recording solutions, the ISR saves CAPEX by running on industry-standard servers and saves OPEX by dramatically lowering product implementation, integration and training costs.

A versatile solution, the ISR supports both line-side and trunk-side recording; flexible storage and archival options; and multiple interactive IP communications session types (voice, video, chat, data) and recording options. The solution integrates seamlessly with products from leading IP telephony and UC vendors such as Cisco, Genesys and Avaya, supports multiple redundancy options and is twice as scalable as alternative solutions, addressing the performance needs of virtually any organization regardless of size or industry.

The ISR complements Acme Packet session border controllers (SBC), giving customers a range of session recording solutions to meet diverse scale and performance requirements – from inherent Acme Packet session border controller session replication capabilities for basic recording applications to the ISR for the most demanding applications.

Applications

The ISR supports a wide variety of enterprise, contact center and service provider session recording applications.

- **Regulatory compliance** – address industry and governmental requirements to capture, secure and retain session recordings. Examples include Payment Card Industry Data Security Standard (PCI DSS), Health Insurance Portability and Accountability Act (HIPAA), Sarbanes-Oxley (SOX) and Gramm-Leach-Bliley (GLB).
- **Hosted and cloud-based recording services** – deliver secure, scalable and flexible public or private cloud-based recording services.
- **Contact center training and quality assurance** – improve customer satisfaction and optimize contact center economics and productivity by recording and evaluating customer sessions and agent performance.

Acme Packet edge

- Unmatched simplicity and flexibility
- Twice as scalable
- Unparalleled reliability
- Flexible open Web 2.0 APIs

Applications

- Regulatory compliance
- Hosted and cloud-based recording services
- Contact center training and quality assurance

Benefits

- Rapid and easy deployment
- Interoperable with multiple communications vendors and systems
- Easy integration with IVR, CTI and business intelligence applications
- Integrates with existing SAN infrastructure
- Leverages Acme Packet SBCs

Functions & features

- Comprehensive recording capabilities
- Simple REST and VoiceXML APIs
- Highly scalable, modular architecture
- Carrier-class high availability (HA) operation
- Flexible storage and archival options
- Secure multi-tenant Web dashboard

Comprehensive recording capabilities

The ISR can record any type of interactive IP session including voice, video, multimedia and instant messaging sessions in a variety of standard formats. In addition to capturing the session itself, the ISR collects meaningful metadata for each session such as telephone numbers (ANI, DNIS), account numbers, hold times, and transfer numbers for session reporting and management purposes. The solution supports selective recording with start, pause and stop options and provides whole session or percentage-based random recording options.

Simple REST and VoiceXML APIs

The ISR provides rich REST and VoiceXML APIs for rapid integration with external applications and systems. These high-level APIs shield Web developers from the complexities of the underlying IP communications infrastructure so they can focus on business innovation. Developers don't need any training in IP communications protocols – they can leverage simple Web service calls to start, stop, tag and store recordings. The APIs are well suited for integrating with IVRs and creating advanced search, playback or analytics and business intelligence applications.

Highly scalable, modular architecture

The ISR is composed of two modular elements that enable the solution to cost-effectively scale from 400 to 4,000 sessions. The Control and Index Server (CIS) selects, starts and stops recordings using Web services APIs; maintains metadata and indices; and provides browser-based administration. The Recording and Storage Server (RSS), under the control of the CIS, records sessions and manages their storage and archival. Both elements run on x86 server platforms or virtual machines and one CIS can manage up to ten RSS elements. The RSS can be deployed incrementally to efficiently meet expanding capacity requirements.

Carrier-class high availability (HA) operation

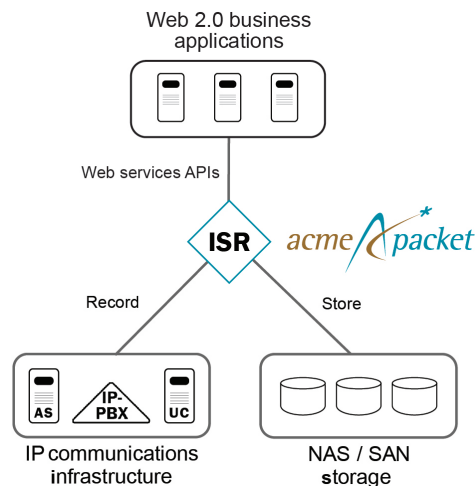
The ISR supports local and geographic redundancy for high availability operation. Session recorders can be deployed within a rack or data center for local redundancy or distributed across data centers for geographic redundancy. Session recording interface servers can be installed in a redundant fashion as well.

Flexible storage and archival options

The ISR lets customers protect and extend previous IT investments by leveraging their existing storage infrastructure for session recording. The solution can automatically archive recordings to installed NAS and/or SAN storage environments. In a typical deployment scenario the ISR moves recordings from a session recorder to a NAS and then ultimately, if needed, to a centralized SAN for long term archival. The ISR supports remote storage and archival to off-site locations as well including cloud-based storage services.

Secure multi-tenant Web dashboard

The ISR includes a browser-based GUI to efficiently search, manage, download and play session recordings. It can be securely partitioned for multi-tenant environments or cloud-based service applications.



Acme Packet's ISR enables highly scalable and straight forward session recording for IP telephony and UC environments and complements Acme Packet session border controllers



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