



CARIN

**Recording Suite for
Cisco Unified Communications and
Cisco TelePresence**



Innovative IP Telephony and Contact Center Solutions



Overview

CARIN is a call recording, analysis and archive system suitable for both video and voice over IP processing.

Organizations may be in need of call recording in a number of different situations:

- when calls represent valuable agreements
- when the quality of telephone interactions must be monitored
- when security issues need to be considered

CARIN, a premiere Cisco Compatible solution, outperforms similar products by providing unique features such as video call recording, high volume processing, efficient multi-site support, reliable and scalable architecture, secured data access, feature-rich control from an IP phone, and a high availability option.

CARIN features

Optimized for single and multi-site

CARIN supports both single and multi-site configurations, giving it the flexibility to grow with the enterprise. Each site has one or more Local Recorders (LR) connected to the central location via LAN/WAN. At the central location, recorded data files and other call information, is stored on the Central Controller (CC), which coordinates the LR's operation and acts as an archive server.

In a single-site environment, the LR and CC software components can be installed on a single server.

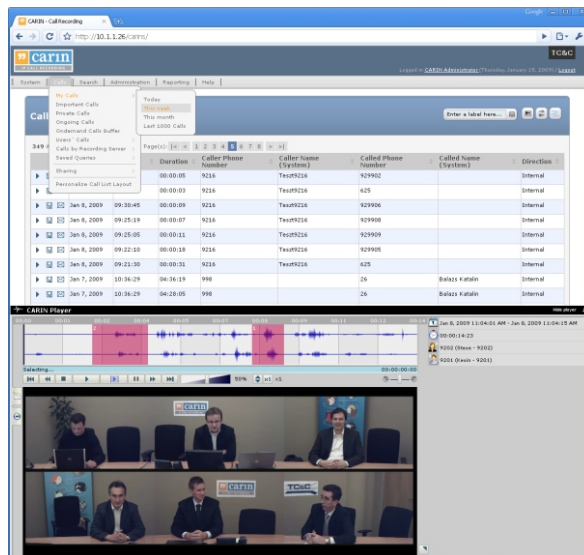
An extremely cost-effective configuration is to utilize the CARIN Desktop solution (the recorder application is installed on the PC workstation that is connected to the IP phone) thereby avoiding the need for an LR. Recorded voice files are uploaded to the CC after completion of the call.

Tailored to Cisco IP Telephony

The system not only supports basic call scenarios, it is able to handle complex calls like transfer, conference, extension mobility, shared line and more. In addition, CARIN is able to use other Cisco Unified Communications Manager (CUCM) features, e.g. click-to-dial, which provides every CARIN user the ability to call back the other party with a single click from a secure web interface.

Pioneering in IP video and Telepresence recording

CARIN is one of the first solutions to offer video call recording capabilities on a Cisco platform. Video communication is captured, stored and then can be searched the same way as voice calls. The CARIN Video Player is able to display both parties during playback side by side.



Advanced security features

Special security features include:

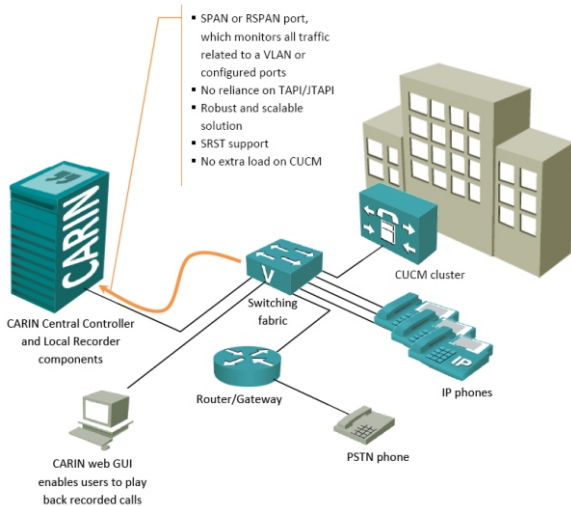
- Recordings are protected against manipulation
- HTTPS web interface (optional) with user authentication provides secure communication between the Central Controller and web clients
- CARIN uses SSL authenticated channels between the Local Recorders and the Central Controller during recorded call transfers and signaling
- Multi-level access control (privilege groups, permissions, etc.) enables flexible adaptation to any enterprise's security and business rules
- CARIN's web interface includes several other security features (four-eyes principle, token-based strong authentication, full audit trail and more)

Enhanced search capabilities

Calls can be searched and filtered based on call detail information and user defined comments. CARIN also includes predefined search lists like My calls, Employees' calls, Calls by location, etc. What's more, all types of search queries can be saved for later use.

Multiple recording modes

- **Full:** All calls are recorded for monitored extensions.
- **Selective:** Only preconfigured extensions are recorded. Configuration is available through a web-based user interface.
- **On-demand:** Every call is recorded, but only saved calls are kept. Users can save a call at any time during the call and even after the call until the next call is received.



Control from an IP phone

Recording related functions are also available on all XML-capable Cisco IP phones. These functions include: recording start, call tagging, e-mailing the URL of a selected call, adding time-frame markers, call back and private calls.

Centralized Management

The CARIN Node Manager allows centralized management of CARIN distributed components (CCs and LRs). All management tasks (e.g. changing configuration settings, monitoring key sever and OS parameters) can be performed through the application utilizing secure communication channels (SSL).

Built-in special functions

- Stereo recording allows users to play back call channels separately in order to increase distinctness.
- Private call handling through the user interface.
- Support for timezone management.
- Robust integrated Reporting Tool.
- User can send reference (URL link) to recorded call via e-mail. Recipients can access it in accordance with their authorization profile.

CARIN architecture

Open interfaces for easy integration

CARIN provides open interfaces for easy connection to any 3rd party software solution. Exploiting the VoIP signaling data, CARIN provides Computer-Telephony Integration (CTI) functions, eliminating the need for expensive CTI products or custom development.

CARIN has been successfully integrated into mySAP™ CRM, Peregrine Service Center, Cisco UCC Agent Desktop and other systems.

CARIN Hosted

CARIN Hosted is a powerful solution for Service Providers to increase their profitability by offering high-end IP call recording services to their Customers at a competitive price with flexible billing options and low TCO.

CARIN Hosted is built on the robust CARIN Enterprise IP call recording platform to offer multiple, full-featured IP Call recording environments, or "Virtual Recorders" (VR), on a single platform that are easy to manage and are independent with secured data access and separation.

CARIN Hosted is ideal for IP Telephony service providers, shared customer contact centers and for larger enterprises as well.

Reliable and scalable architecture

High performance recording engine: CARIN's latest recording engine supports 300 concurrent audio calls on a single server, proving superior performance in the VoIP call recorder market. When needed, larger call volume is managed using multiple recording servers.

High availability: CARIN is prepared to handle even non-compliant signaling messages. Excellent uptime statistics are achieved by our customers (>99.9%) even with non-redundant solutions. Increased system reliability can be realized by multiplying the recording components. This way the failure of one recorder will not lead to disruption of recording.

Advanced system monitoring: The deployed CARIN recording infrastructure is managed round-the-clock by CARIN itself. The Advanced Monitoring service, which identifies fault situations, intervenes automatically if needed and sends configurable alerts through email and enterprise standard, SNMP protocol.

Technical Specification

Supported signaling protocols	Cisco SCCP, SIP Other protocols optionally supported.
Supported codecs	Audio: G.711, G.729, G.722, Cisco Wideband, AAC-LD Video: H.261, H.263, H.264
Types of recording	Passive (port monitoring) Native (dual media streaming for CUCM 6.x or above)
Capacity per recording server	1-300 simultaneous calls (capacity depends on system configuration)
Platform	Intel Pentium based PC server Windows XP Professional, Windows 2003 Server SCSI hard disk recommended Archiving media devices and software Tower or rack mountable
Supported databases	Microsoft SQL Server 2005
Storage	Selectable transcoding algorithms. Archiving to industry standard archiving media.
User interface, replay	Internet Explorer 6.x and above, FireFox 1.x and above, Media Player 9 and above
Searching	Call start, Duration Caller phone number, system name, CARIN name, IP address Called phone number, system name, CARIN name, IP address Call direction, Recording server (if there are more than one LR) Unique call ID Comment fields One-click listing by: My calls, Important calls, Private calls, Ongoing call, Users' calls, Calls by recording server, Saved queries
Language support	English, Hungarian, German, French Other languages optionally supported



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