

Voice over Internet Protocol (VoIP) Recording Products

INTERCEPTOR

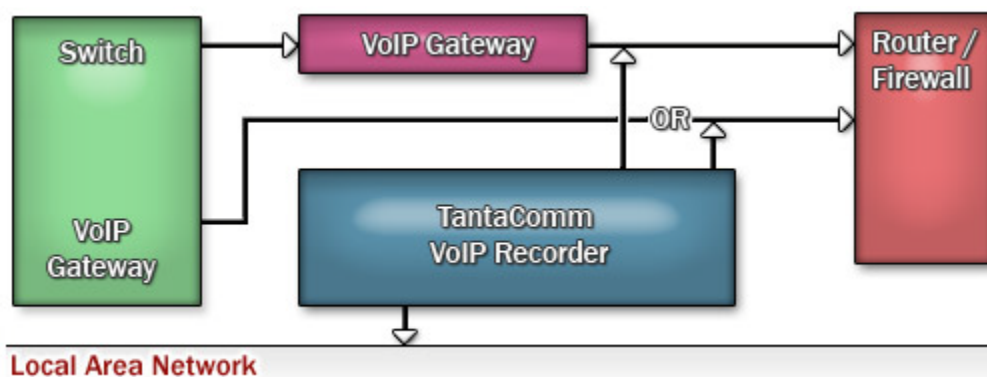
Current business conditions dictate that most future call center telephony scenarios consider VoIP recording as an option in either a new build or expansion role. VoIP provides the user with flexibility and ease of installation, and if the network infrastructure is up to the task, the quality is on a par with traditional telephony solutions. Recording VoIP calls for quality, compliance, and confirmation purposes is often a requirement in most competitive call centers and TantaComm Systems has solutions designed to accommodate any environment.

TantaComm's VoIP monitoring and recording solution, **Interceptor**, adds to a long list of call center contact recording systems designed for efficiency, reliability and ease of use. **Interceptor** provides call center recording and monitoring for stand alone VoIP telephony systems or legacy systems with VoIP segments. Essentially a software solution, the TantaComm VoIP recorder provides a generic cross-platform solution and also an Avaya specific solution for S8700/G700 systems with Communication Manager 2.x/3.x. Either solution may be enhanced with TantaComm's computer telephony integration, TantaSwitch, which provides additional options for call identification and recording control.

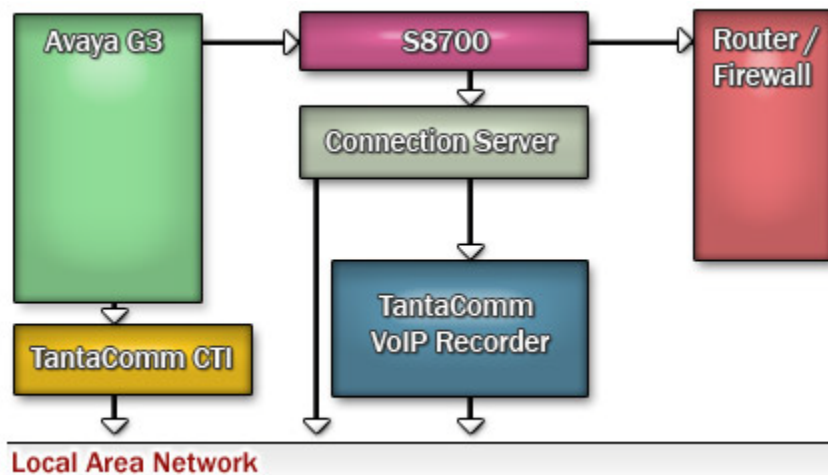
VERSIONS OF INTERCEPTOR

TantaComm **Interceptor** is primarily a software derived VoIP call center contact recording tool that is produced in two distinct versions:

1. **Interceptor VoIP** records based on independent packet collection of the media and control streams via a network connection to the voice path. TantaComm supports H.323, SIP and Cisco protocols and will work in any environment with a non-encrypted control channel. Any media stream can be collected, but currently the only vocoder supported by TantaComm's playback utilities is G.729. VoIP calls are parsed from network traffic and stored on a DartServer, which uses the same API as other TantaComm recorders. Should additional utility be required, CTI events from the switch (Avaya, Nortel, Aspect, Rockwell, Siemens) can be used for additional command and control.



2. **Interceptor CMAPI** is the Avaya specific VoIP recording solutions for S8700 users with VoIP phones, having Call Manager 2.x with CMAPI. **Interceptor CMAPI** attaches directly to the Avaya Connection Server and records calls using Avaya sanctioned utilities and virtual VoIP phones in a service observe mode. This VoIP monitoring method is immune to control channel encryption and requires one Connection Server for every 75 recordings.



WHY CHOOSE INTERCEPTOR

Interceptor provides a methodology for all voice recording requirements and allows the user to customize the implementation to suit any need. Interceptor may be used as an adjunct to TantaComm's Auditor recording platform which features analog, digital, and T1 interfaces with the highest hardware compression available, 4.8 kilobits per second, or 400 hours of voice storage per gigabyte. The Auditor solution provides a basis for additional products which provide quality assurance, logging, CTI enabled call center contact recording, on-demand call recording, local and remote live monitoring, screen capture, and autonomous call sampling systems.

For more information, contact sales at 800-444-8522.