

- RESTful web services API to control recorder functions
- SIP Presence for recording status
- HTTP Streaming for Live Call Monitoring
- All-In-One or Distributable software solution
- 300 Concurrent Recording sessions per instance with scalability to N number of instances
- Pause / Resume recording for PCI compliance
- Record on Demand for user initiated recording
- Remote branch survivability with buffering technology
- Granular security profiles with LDAP integration
- Audit Trail monitoring
- AES 128bit Media Encryption
- Audio File Compression
- Support for industry-leading telephony systems such as Microsoft LYNC, Cisco, Avaya, ShoreTel, SIP and many others

Overview

AudioCodes SmartWORKS Plus recording engine enables Call Recording solution providers to focus on the Analytics and less on continuous investment in Telephony due to new PBX platforms or upgrades. SmartWORKS Plus normalizes all telephony integrations into one common interface eliminating the need for continual development and the easy migration to new PBX platforms.

RESTful Web Services API

Using the REST API allows for a platform and language independent standards based integration to the SmartWORKS Plus recording engine offering unprecedented flexibility and future proof investment protection.

SIP Presence Server

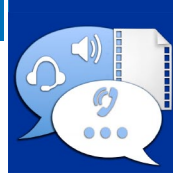
SmartWORKS Plus SIP Presence server enables a 3rd party application to be call aware via SIP based messaging. The application using SIP will register to receive messages for a specific user or device. Combined with the REST API, the application could start/stop recording, live monitor or simply know recording has started.

HTTP Live Streaming

SmartWORKS Plus live streaming enables near real-time ability to listen to a call via the client browser from their PC, Tablet or Smartphone.

Security Roles and Permissions

Using the REST API HTTP Authentication is required to access the SmartWORKS Plus engine. Depending upon the user credentials used to access the SmartWORKS Plus engine, the OEM application will have access to all user calls or specific users.



Distributable Solution with Centralized Management

For branch office recording, SmartWORKS Plus allows you to install a subset of the recording engine at the remote location to capture calls while managing any number of SmartWORKS Plus systems from a central site. In the event of a network failure, SmartWORKS Plus will continue to record and buffer all local calls until the network is restored completing the survivability story.

TDM and IP Integrations at the Same Time

SmartWORKS Plus supports the integration between both IP & TDM simultaneously including Microsoft LYNC. This unique capability provides customers with a future proof call recording solution, which enables a migration path to their future telephony environment.

Integrating with many popular IP Phone Systems, including those of Microsoft LYNC, Cisco and Avaya. Utilizing AudioCodes' TDM and IP hardware and software, SmartWORKS Plus has the largest library of telephony integrations with support for over 100 PBX systems.

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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Specifications

Key Features

- RESTful Web Services API
- SIP Presence – Active Call Notification
- HTTP Live Streaming
- IP, TDM, and blended environments
- Granular security profiles with optional integration to LDAP

Recording Modes

- Full Time Recording
- Record on Demand (GA)
- Pause / Resume Recording (GA)

Security

- Sarbanes-Oxley Compliant
- PCI Compliance (GA)
- HIPPA / MIPPA Compliance
- Media File Encryption
- Audit Trail

Storage

- Local or Remote storage NAS / SAN
- File Compression

Scalability

- Up to 300 simultaneous recordings per server

Platforms

- Windows 7, 2008 & 2012 64bit
- VMWare (IP Only)

Telephony Integrations

- Microsoft Lync, Avaya, Cisco, ShoreTel, Ericsson, Siemens, NEC, Mitel, Nortel, Panasonic, SIP and more...

