

OAISYS SIP Trunk Integration

9/9/2010

Overview

OAISYS introduces the ability to record calls that originate on a SIP trunk with release 6.1.

The Session Initiation Protocol (SIP) is a signaling protocol used for establishing sessions in an IP network. For call recording purposes, a SIP session on a trunk refers to telephone calls.

With this release, OAISYS solutions now integrate directly with SIP trunks to record calls. This includes the ability to capture call data directly from the SIP trunk.

OAISYS 6.1 SIP Trunk Integration will not include SMDR/CTI integration.

Requirements

OAISYS Software Version 6.1.x

One call on a SIP trunk at one time (one voice port required per one call on a SIP trunk)

Network Switch with Port Mirroring (recommended configuration – 2 destination ports)

AudioCodes USB Dongle

AudioCodes HPX License – One Per Port

Audio Codes driver 5.3 is required. It can be found here:

<ftp://ftp.oaisys.com/pub/downloads/3rdparty/Ai-Logix/5.3/>

Supported PBXs

OAISYS supports recording SIP Trunk Recording for the following PBXs:

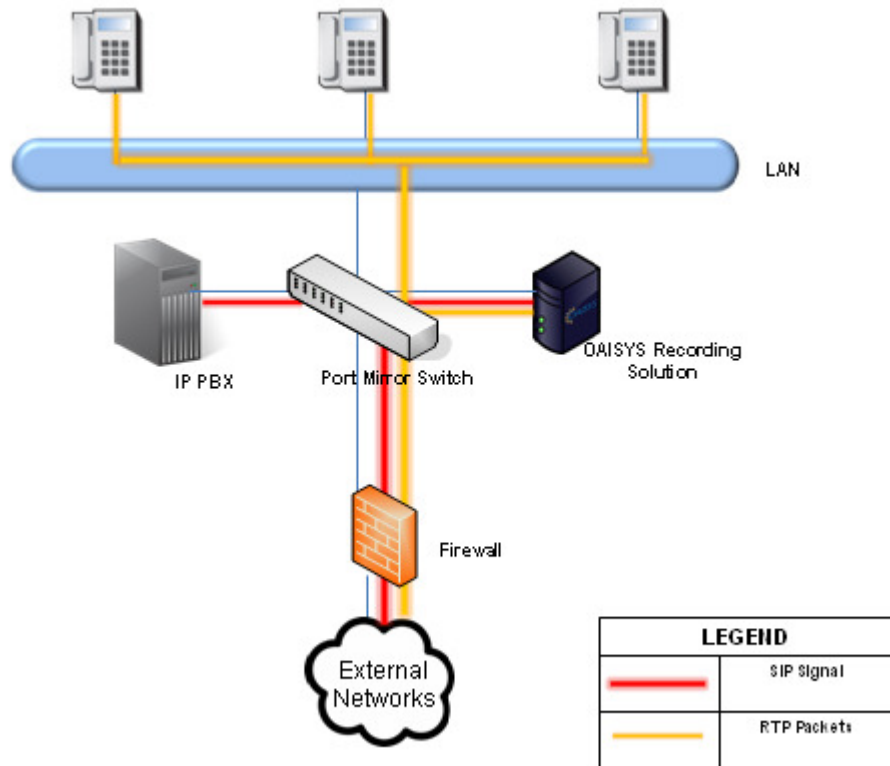
- Mitel 3300
- Mitel 5000
- Toshiba CIX
- ShoreTel (See Limitations)

For PBXs not listed please contact OAISYS Sales Engineering at SE@OAISYS.com

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Diagram



Expectations

The information that is available to the OAISYS solution when recording the SIP Trunk:

- Start Date and Time
- Call Duration
- Call Direction
- ANI/DNIS (if provided by the service provider)

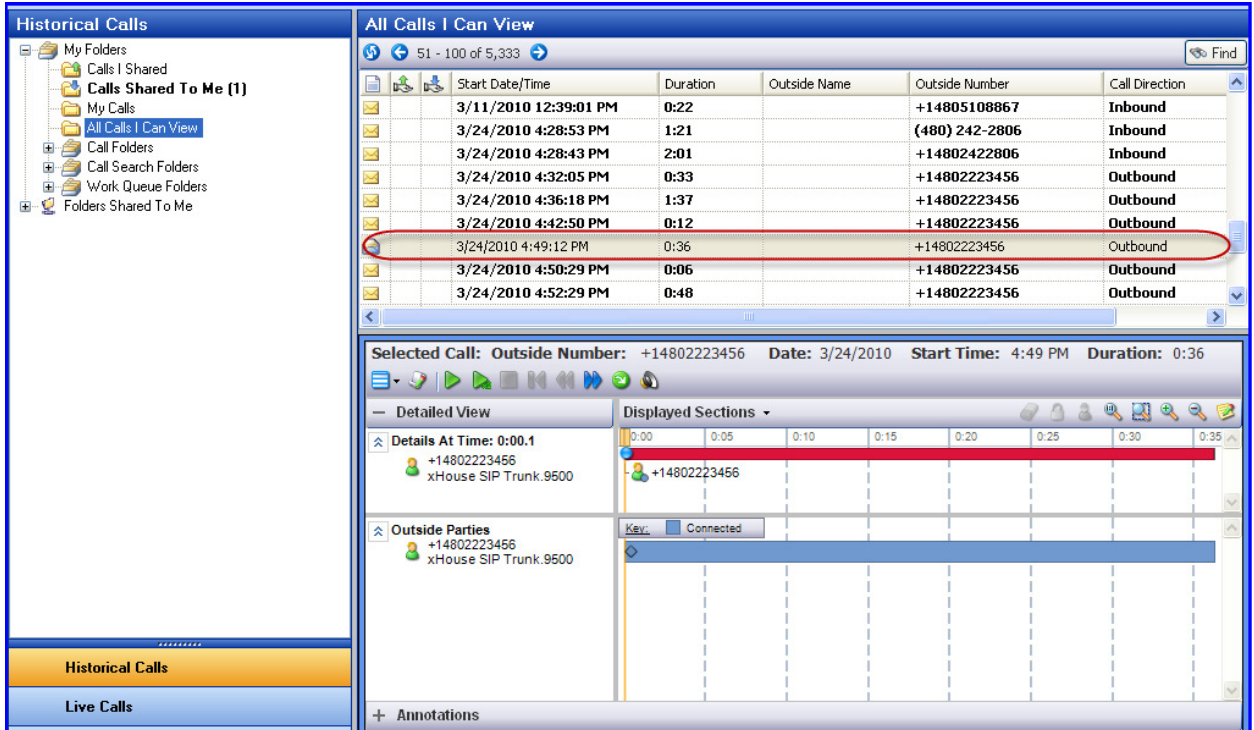
This information can be used to search for calls and can be used to grant permissions to calls.

IC calls or Peer to Peer calls are not recorded when using SIP Trunk Integration.

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Example of a SIP Call as it appears in the OAISYS Management Studio:



The screenshot displays the OAISYS Management Studio interface. On the left is a 'Historical Calls' sidebar with a folder tree. The main area is titled 'All Calls I Can View' and contains a table of call records. A red circle highlights a specific call record. Below the table is a 'Selected Call' section for the call with outside number +14802223456, dated 3/24/2010, starting at 4:49 PM and lasting 0:36. This section includes a 'Detailed View' with a timeline and call details.

Start Date/Time	Duration	Outside Name	Outside Number	Call Direction
3/11/2010 12:39:01 PM	0:22		+14805108867	Inbound
3/24/2010 4:28:53 PM	1:21		(480) 242-2806	Inbound
3/24/2010 4:28:43 PM	2:01		+14802422806	Inbound
3/24/2010 4:32:05 PM	0:33		+14802223456	Outbound
3/24/2010 4:36:18 PM	1:37		+14802223456	Outbound
3/24/2010 4:42:50 PM	0:12		+14802223456	Outbound
3/24/2010 4:49:12 PM	0:36		+14802223456	Outbound
3/24/2010 4:50:29 PM	0:06		+14802223456	Outbound
3/24/2010 4:52:29 PM	0:48		+14802223456	Outbound

Selected Call: Outside Number: +14802223456 Date: 3/24/2010 Start Time: 4:49 PM Duration: 0:36

Details At Time: 0:00.1

- +14802223456 xHouse SIP Trunk:9500

Outside Parties

- +14802223456 xHouse SIP Trunk:9500

Displayed Sections

Timeline: 0:00 to 0:35. A red bar indicates the call duration from approximately 0:00.1 to 0:00.36.

Annotations

Limitations

There is a known limitation when using certain PBX platforms.

One call may be segmented into two or more call recording segments.

If a call is segmented the call direction and call duration may not be reliable. For example; if a call is segmented when it is transferred the call direction may go from outbound to inbound. The call duration will be displayed per call segment.