ReDAT
API

Documented interface for ReDAT system integration with applications of other producers

ReDAT API provides an integration interface of recording system functions to other applications (CRM, applications of the Integrated Rescue System, etc.) The set of functions can be divided into four areas: URL Functions, Channel Statistics, Record Creation Events and Import Audit events.

ReDAT Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDAT Recording Systems.

URL FUNCTIONS

SA common feature of URL function is to call URL addresses, which are contained mandatory or optional parameters, and user authentication. These features allow you to:

- retrieve a list of recordings and channels
- play the recording
- export record
- edit metadata

Functions are commonly used to add metadata from ReDAT eXperience to CRM or vice versa. Also for playing recordings from third party software. Or the functions are integrated into communication terminals (e.g. IP TouchCall) to display their own recordings and play them back.

CHANNEL STATISTICS

This is a DB procedure that returns channel statistics for a specified period of time with respect to other selected filter conditions.

RECORD CREATION EVENTS

ReDAT eXperience allows you to send real-time record creation events via UDP and TCP packets. The information contains all available metadata related to the call (e.g. direction, ANI, DNIS, agent ID, record ID in the ReDAT eXperience database, ...). Thus, the application on the customer side can add this information to the interactions and, for example, allow the recording to be played back according to the record ID.

IMPORT AUDIT EVENTS

Use for customers who need to import information about user access and execution of activities from the ReDAT eXperience system into the central SIEM system (Security Information and Event Management) (listening to records, exporting records, changing configuration, changing permissions, ...).

We also provide integration with SW resources used within the Integrated Rescue System (Jitka, Info35, ...).

Many contact centers use one or even two-way "custom" integration of ReDAT eXperience and CRM system.

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