

# ReDAT

## ReDAT CTI

A set of software integration modules enabling closer integration with recorded communication means and expanding the functionality of the recording system.



## ADVANTAGES OF SOLUTIONS WITH CTI INTEGRATION

The integration of technologies at the level of CTI control will allow to obtain additional metadata for calls, but above all it will allow to manage the recording effectively.

### RECORD CONTROL - CALL SESSIONS

The added value lies in the more precise control of record switching, which is based on the transmission of events at the beginning and end of the call, on the hold (HOLD) and transfer (TRANSFER) of the call, etc. This information is transmitted, unlike signaling messages, over a reliable channel (tcp), thus eliminating the possibility of its loss during transmission. In the case of an active recording method, CTI integration can also be used to initiate recording sessions. The integration makes it possible to simultaneously control agents' screens when the call is on hold or after the end of the call until the time when the agent on the PC ends the interaction with the customer.

### METADATA EDITING

Via a CTI connection, information that is not directly related to the established communication channel can be transmitted to the recording system and therefore cannot be obtained from the signaling protocol. Additional metadata usually concerns the participants of the recorded communication - it can be, for example, information about the customer (obtained from an external database) or about the agent who handled the call (his identification, skill, campaign number, IVR code ...). This benefit of CTI integration can be used especially when deployed in call centers or dispatch centers.

### STANDARDS AND PROTOCOLS

ReDAT integration modules are either based on standardized protocols (TSAPI, JTAPI, CSTA XML, REST, XMPP, SIPREC, ED137, ...) or include proprietary communication (Genesys Platform Voice SDK, Atos Unify Xpert, TTC IP TouchCall, Komcentra, Atlantis FrontStage, DCom RadioVoice, Datasys, ...).

### CTI MODULE TYPES

The most widely supported telecommunications technologies are listed below. If required, it is also possible to develop/modify an integration module to order.

Alcatel-Lucent OmniPCX (OXE)	It uses the TSAPI protocol, for use with passive recording of branches (IP and digital) and trunks or with active recording of branches (TDM DR-Link/IP DR-Link). When the recording method is active, it is possible to add an acoustic signal to the communication that the call is being recorded.
Avaya Aura Communication Manager	TSAPI protocol or DMCC proprietary communication, branch and trunk recording, in combination with Avaya AE Services active recording, integration with Aura call center.
Atos Unify HiPath 3000/4000	Older version of integration, uses CAP server, branch and trunk recording.
Atos Unify OpenScape Voice	CSTA III/XML protocol, passive and active recording of SIP branches.
Atos Unify OpenScape Business	CSTA III/XML protocol, branch record.
Atos Unify OpenScape XPERT	(Formerly Siemens IP Trading) – Proprietary Communications or SIPREC, recording of call units on turrets.
Atos Unify OpenScape 4000	CSTA III/XML protocol, passive and active branch recording (VoIP, analog, digital, DECT).
Cisco CUCM	JTAPI protocol, recording of branch IPs passively and actively.
Cisco CUBE	SIPREC protocol, recording of external calls in an active way, for different phones and PBX.
Cisco CUCCE	REST/XMPP protocol (Finesse), call center integration.
Cisco CUCCX	CCX CTI protocol or REST/XMPP (Finesse), call center integration.
CTI Solidus eCare	Proprietary communication, recording of call center agents at branches/trunks.
DAMM	Integration with radio systems, private protocol.
DCom RV3 Server	Passive recording of radio communication, VoIP gateways, private protocol.
DCom TOP	Active recording of call channels from the dispatcher terminal, SIP-based private protocol.
Genesys SIP Server	Communication using Genesys Platform Voice SDK, recording of branches and trunks, information about agents, active recording of SIP Server branches.
Hytera TETRA/DMR	Integration with radio systems, private protocol.
Kamerové systémy CCTV	Integration with HikVision camera systems, uses a private API interface.
Mitel (Aastra) MX-ONE	CSTA III/XML protocol, branch record (IP/analog/digital), active record of selected IP phone models (including encrypted).
R&S (Topex) VCS	Protocol ED-137, recording of ground and radio communications in an active manner.
TTC IP TouchCall/Konos	H.323 protocol + private, recording of call channels from the dispatcher's office.
Vyvolávací systémy	Integration with the calling system ORCHESTRA, private protocol.

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.