



API - INTEGRATION OPTIONS

A documented interface for integrating the ReDat system with third-party applications



The system provides a supported interface for integrating the functions of the ReDat recording system into the environment of other applications (CRM, Integrated Rescue System application, etc.).

The feature set can be divided into 4 areas: URL functions, channel statistics, record creation events and import of Audit events.

URL FUNCTIONS

A common feature of URL functions is a call to a URL address that contains mandatory or optional parameters and user authentication. With these features it is possible to:

- load a list of entries and channels
- play the recording
- export record
- edit metadata (editing can be linked to records matching the values entered in the parameters)

Functions are commonly used to supplement metadata from ReDat eXperience to CRM or vice versa. Also for playback of recordings from third-party software. Or functions are integrated into communication terminals (e.g. IP TouchCall) to display own recordings and play them back.

CHANNEL STATISTICS

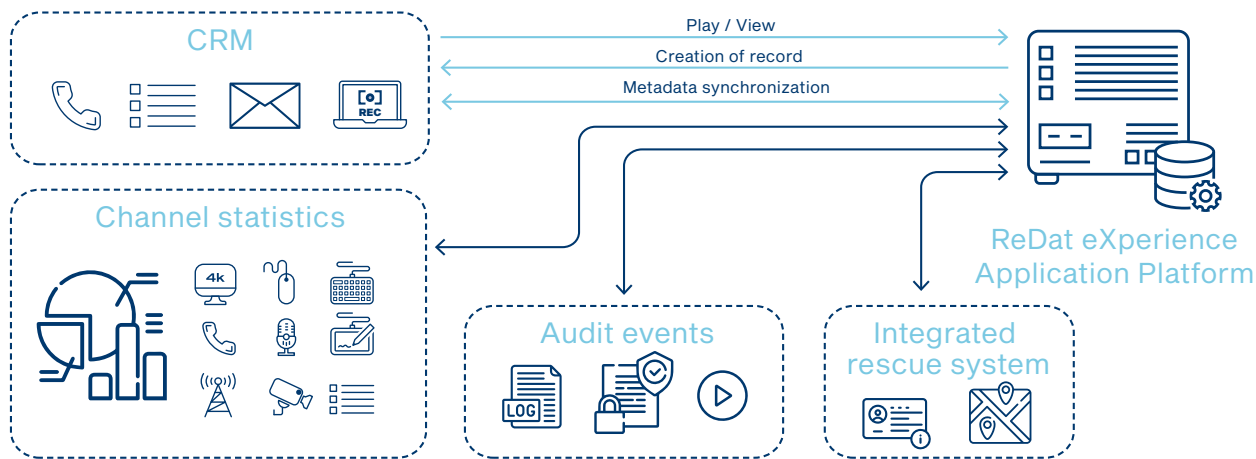
It is a database procedure that returns channel statistics for a specified time period, subject to additional filter conditions selected.

RECORD CREATION EVENTS

ReDat eXperience allows you to send recording related events in real time via UDP and TCP packets. The information includes all available metadata related to the call (eg direction, ANI, DNIS, agent ID, record ID in the ReDat eXperience database). The application on the customer side can therefore add this information to the interactions and, for example, enable playback of the recording based on the ID of the recording.

IMPORT OF AUDIT EVENTS

ReDat eXperience provides structured information about user access and performance of their activities (listening to records, exporting records, changing configuration, changing permissions, ...) for use by customers who need to import such data into a central SIEM system (Security Information and Event Management).



In addition to the options mentioned above, we also provide integration with SW tools 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.

ReDat Recording Systems 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.