



## Interactive communications session recording for service providers

solutions note

### The Net-Net Interactive Session Recorder enables new high-margin service revenues

Acme Packet's Net-Net Interactive Session Recorder (ISR) lets service providers enjoy new high-margin revenue streams by offering value-added IP session recording services. The ISR is ideal for launching stand-alone cloud-based session recording services or for adding recording capabilities to hosted VoIP or contact center services or other hosted communications offerings.

Session recording is a fundamental compliance, quality assurance or training requirement for many enterprises. Yet for most businesses, implementing an enterprise call recording solution can be a daunting task involving costly, complex on-site recording equipment and storage systems. Businesses can overcome these challenges by subscribing to a hosted or cloud-based recording service.

Forward-looking service providers are seizing this new market opportunity to expand their product portfolios, boost revenues and reduce churn. Value-added session recording services complement SIP trunking services and enable providers to offset declining voice and data transport margins, move up the value chain and gain a competitive advantage.

### Acme Packet edge

- Unmatched simplicity and flexibility
- Twice as scalable as alternative solutions
- Unparalleled reliability
- Secure multi-tenant Web dashboard
- Open Web 2.0 APIs
- Leverages installed NAS/SAN storage

### Applications

- Hosted call recording services
- Hosted VoIP services
- Hosted IP contact center and IVR services

### Benefits

- Rapid and low-cost deployment
- Interoperable with multiple communications vendors and systems
- Straightforward OSS/BSS integration
- Integrates with existing SAN infrastructure
- Leverages Acme Packet SBCs

### Functions & features

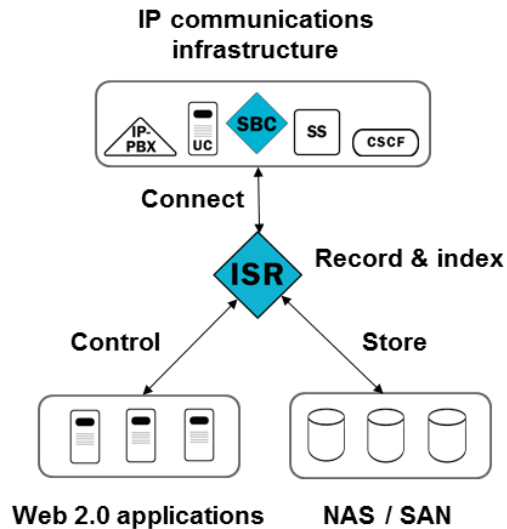
- Comprehensive recording capabilities
- Simple REST and VoiceXML APIs
- Highly scalable, modular architecture
- Carrier-class high availability (HA) operation
- Flexible storage and archival options
- Supports active call path or passive deployment

### The ISR simplifies and accelerates service deployment

Until now, deploying a hosted session recording service has been an expensive and resource-intensive undertaking. Conventional call recording solutions are based on costly proprietary platforms that provide vendor-specific, low-level APIs which result in drawn-out service deployments and complex OSS and BSS integration. Most recording solutions tie up valuable service provider development resources, take months to implement and can't satisfy requirements to store recordings on customer premises.

The ISR is specifically designed to overcome the unique challenges associated with capturing, securing, archiving and managing interactive session recordings in IP-based communications environments. It exploits a modular, software-based architecture and open Web 2.0 APIs to enable rapid service deployment, high scalability and straightforward integration with external applications and OSS/BSS platforms. An open and standards-based solution, the ISR reduces CAPEX by running on industry-standard x86 servers and reduces OPEX by dramatically lowering implementation, integration, training and support costs.

The ISR integrates seamlessly with a broad range of SIP-compliant systems to simplify network deployment and enable direct interface with customer premise equipment. It interoperates with IP PBXs, softswitches, ACDs and IVR platforms from vendors such as Avaya, Cisco, Alcatel-Lucent Genesys, Metaswitch, Sonus, Broadsoft and Nuance. In addition, the solution provides flexible, standards-based Network Attached Storage (NAS) and Storage Area Network (SAN) storage interfaces to enable remote storage and archival to off-site locations and customer premises.



### Rich feature set and HA architecture enable carrier-class services

Featuring an extensive collection of recording options and a highly scalable and reliable architecture, the ISR is well suited for virtually any hosted or cloud-based IP communications service. Designed to deliver carrier-class availability, it provides flexible support for deployment as an active element in the call path as well as traditional passive deployment models. The solution streamlines the implementation of interactive session recording by providing:

- **Comprehensive recording capabilities** to capture any type of interactive IP session including voice, video, multimedia and instant messaging sessions in a variety of standard formats. In addition to recording the session itself, the ISR collects meaningful metadata for each session such as telephone numbers (ANI, DNIS), account numbers, hold times, and transfer numbers for session reporting and management purposes. The solution supports ad-hoc recording with start, pause and stop options and provides whole session or percentage-based random recording options.
- **Simple REST and VoiceXML APIs** that shield developers from the complexities of the underlying IP communications infrastructure so they can focus on business innovation. Developers use simple Web services calls to start, stop, tag and store recordings. The APIs streamline the development of CTI and other applications as well as enable OSS/BSS integration.
- **A modular, software-based architecture** that enables high scalability and flexibility. The ISR is composed of two modular elements: The Control and Index Server (CIS) selects, starts and stops recordings using Web services APIs, maintains metadata and indices and provides browser-based administration; The Recording and Storage Server (RSS), under the control of the CIS, records sessions and manages their storage and archival. Both elements run on x86 server platforms or virtual machines and one CIS can manage up to ten RSS elements. The RSS can be deployed incrementally to efficiently meet expanding capacity requirements.
- **Flexible storage and archival options** that let service providers leverage their existing storage infrastructure for session recording and offer customers optional on-premise storage for compliance with industry regulations. The solution can automatically archive recordings to NAS and/or SAN storage environments.
- **Local and geographic redundancy for high availability operation.** RSS servers can be deployed within a rack or data center for local redundancy or distributed across data centers for geographic redundancy. CIS servers can be installed in a redundant fashion as well.

## Cloud-based session recording service – simplified implementation

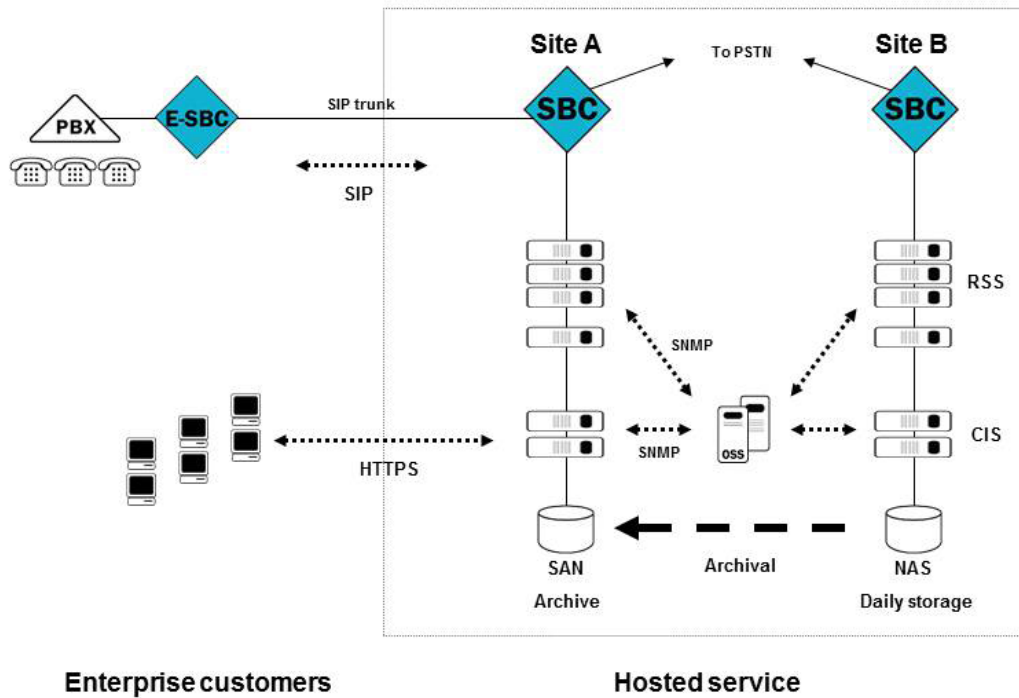
The ISR streamlines the deployment of cloud-based session recording services. In this example a SIP trunk service provider deploys the ISR to enable enterprises to record customer calls.

### Hosted service provider infrastructure

The service provider deploys a high availability configuration, installing the ISR in two geographically-distributed data centers for disaster recovery and service continuity. Redundant CIS and RSS servers are installed at each site to ensure high availability at each location. The RSS servers capture voice sessions, interfacing with the enterprise PBXs via the SIP trunking service. RSS servers are installed in an incremental fashion as the business expands. The CIS servers maintain record indexes and metadata, enable browser-based administration and provide SNMP and Web services interfaces into the provider's OSS and BSS platforms. The ISR leverages NAS in one location to store daily recordings and is tied into a SAN at the other location for long-term file archival. Daily files are backed up to the SAN over the service provider's private network.

### Customer access

Users access and manage call recordings using a secure Web browser interface. In addition designated enterprise service administrators can configure and manage account settings and service options using a secure browser-based administrative portal.



## Session recording for a hosted VoIP service – simplified implementation

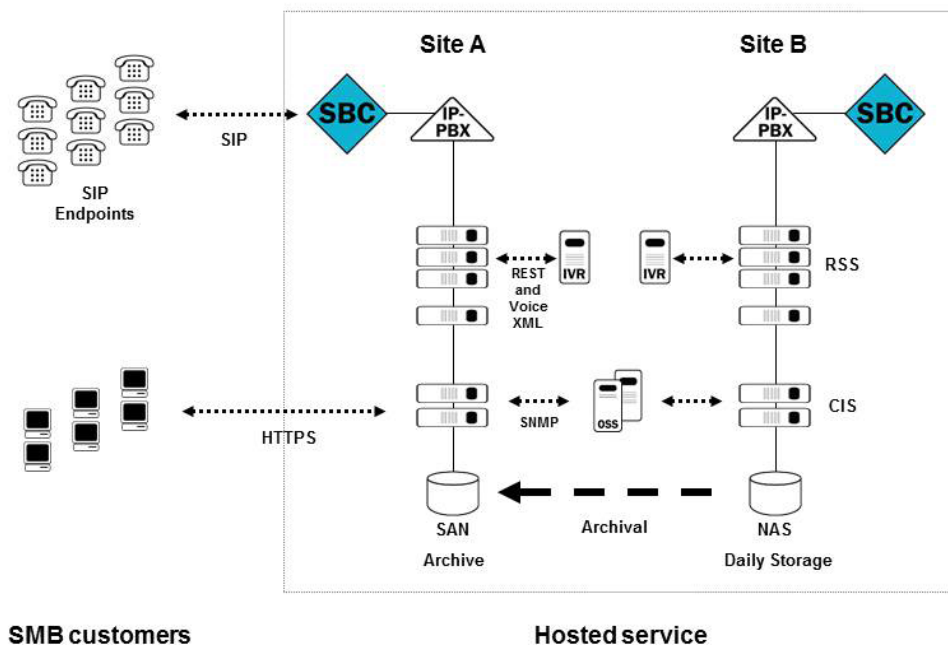
With the ISR, service providers can add session recording to nearly any hosted or cloud-based IP communications service. In this example, a hosted VoIP/Centrex service provider deploys the ISR to enable SMB customers to record and manage their conversations.

### Hosted service provider infrastructure

The service provider installs the ISR in geographically-distributed data centers with redundant RSS and CIS servers at each location for high availability. The RSS interfaces with the provider's hosted IP-PBXs via SIP and their hosted IVR systems via VoiceXML. The CIS servers provide SNMP and Web services interfaces into the provider's OSS and BSS platforms plus enable browser-based administration. The ISR employs NAS in one location to store daily recordings and leverages a SAN at the other location for long-term file archival.

### Customer access

SMB subscribers can play and manage their recordings from a secure Web-based user portal. In addition, a browser-based administrative interface enables account and service management for authorized SMB administrators.



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