

RECITE[®]

Skype for Business Interaction Recording



 Skype for Business

BETTER TOGETHER



Who is Numonix

Our Company

Numonix is an innovator in the development of interaction recording and quality management solutions. Our systems are deployed globally in contact center, customer service, financial, healthcare, public safety and compliance oriented businesses.

Numonix's software engineering and development resources are based out of our Boca Raton, Florida headquarters. Having these resources available in-house gives us an advantage in today's competitive marketplace by enabling us to react immediately to customer demands. This removes barriers and delays experienced by our competitors and consequently customers who must rely on resources outside the USA.

Our management team is enthusiastic, highly skilled and experienced in all aspects of our business. This includes, but is not limited to software engineering, specializing in recording and analytics, operational excellence, brand building, as well as channel management and customer experience.

Our Principles

Numonix lives and breathes our principles which are evident and practiced in every customer interaction.

- The fact that we are service oriented and very easy to do business with
- Our ecosystem is completely dedicated to customer satisfaction
- We listen to our customers and ALL members of our team are accessible
- We are agile and when proactive is not an option, we react immediately to client demands
- We are dedicated to product excellence and are obsessed with providing the best software

Our Product

Numonix has developed RECITE, a product with the most user friendly interface on the market. We recognize that frequent users of Interaction Recording products are generally not IT professionals and we have developed RECITE with that in mind. This allows our customers to enjoy an enhanced user-experience, and saves time and money on training. We offer innovative support tools like Numonix ADVISOR which is an industry first and is a very compelling support component of our RECITE product. ADVISOR is consistently monitoring RECITE for performance and maintenance so that your RECITE system can be kept running at full capacity, 24 hours a day, 7 days a week.

Business Needs

In today's challenging landscape, the need to record all media including voice conversations is no longer a luxury, but an absolute necessity in many instances. Compliance regulations, dispute resolution, customer satisfaction and public safety are the main business drivers to record, "Who said what, to whom and when," is only one important piece of information when determining liability and accountability.

Solution

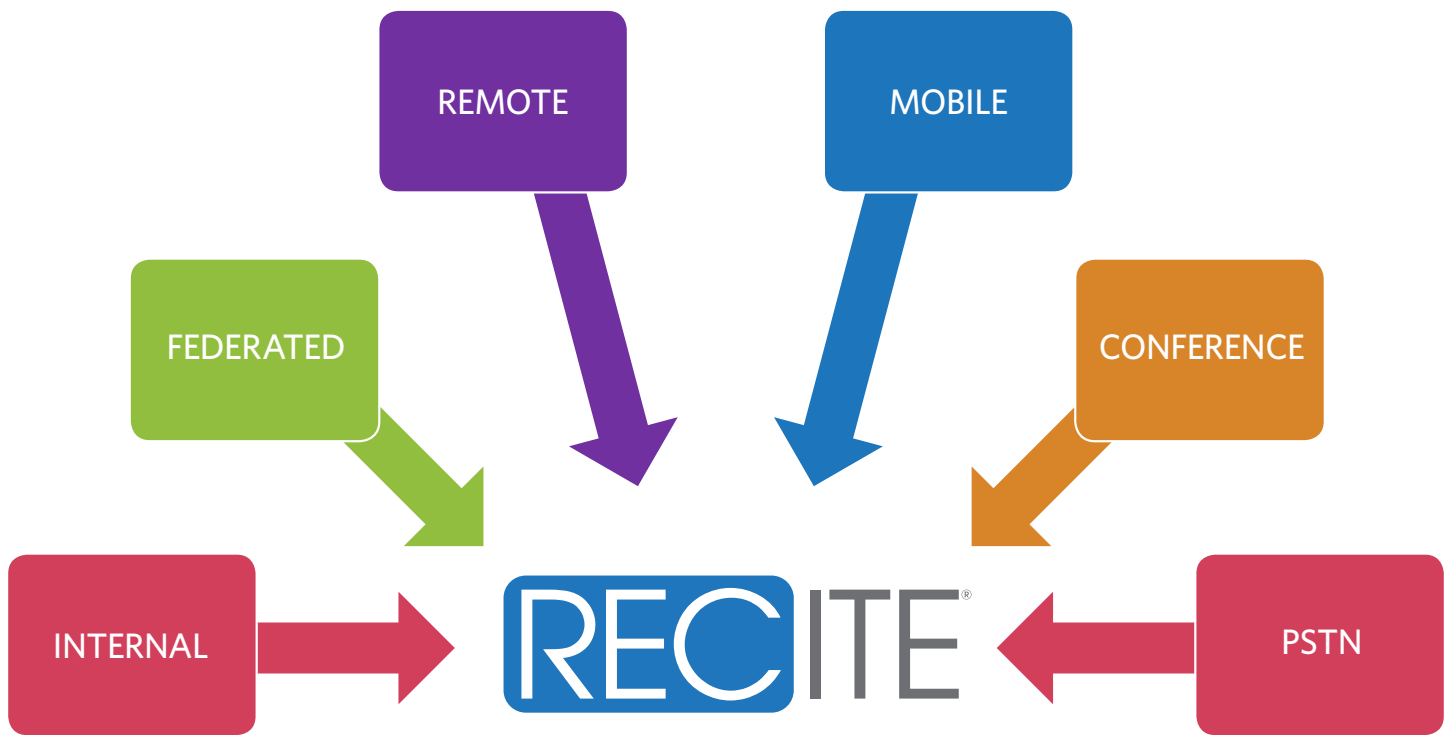
Numonix recognizes the growing global demand for seamless and secure Interaction Recording solutions. Simply capturing and storing a phone call is no longer an adequate and effective tool to monitor, analyze and protect your company's day to day interactions. With the high rate of adoption in unified communications platforms, social media and video, companies need the ability to record any interaction taking place, no matter what platform is being used to communicate. RECITE is an award winning Interaction Recording solution that is qualified by Microsoft to centrally and securely record and store any Skype for business interaction no matter the type or location of the user. RECITE is further enhanced with additional modules for Quality Management, Screen Recording and PCI/Sensitive information masking, and is scalable for SMLE (Small, Medium and Large Enterprises).

Key Business Drivers for Recording

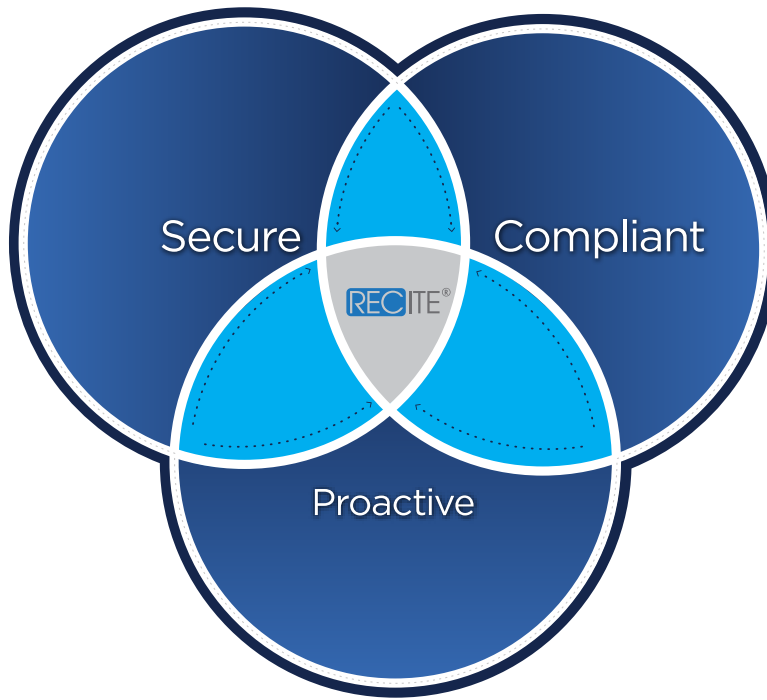
- Transaction verification
- Compliance recording
- Customer experience programs
- Security and protection
- Employee evaluation
- Increase performance and productivity



Centralized Interaction Recording



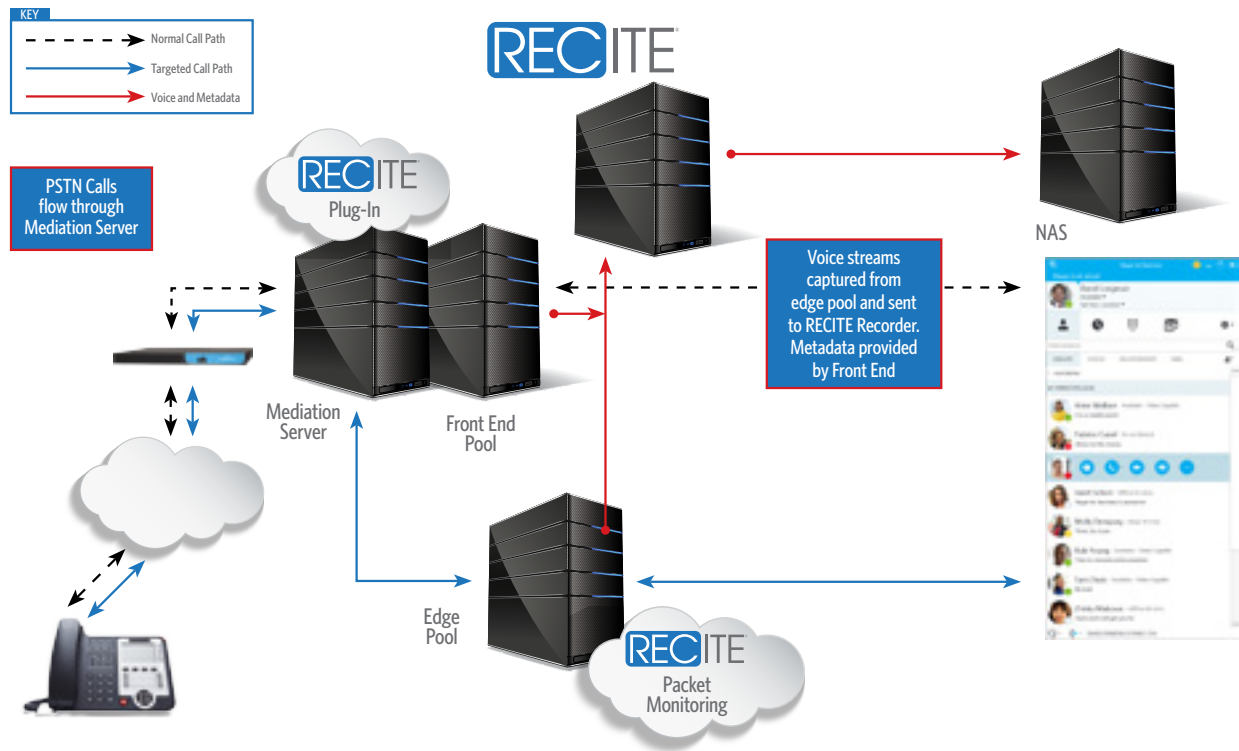
RECITE vs Built-In Recording



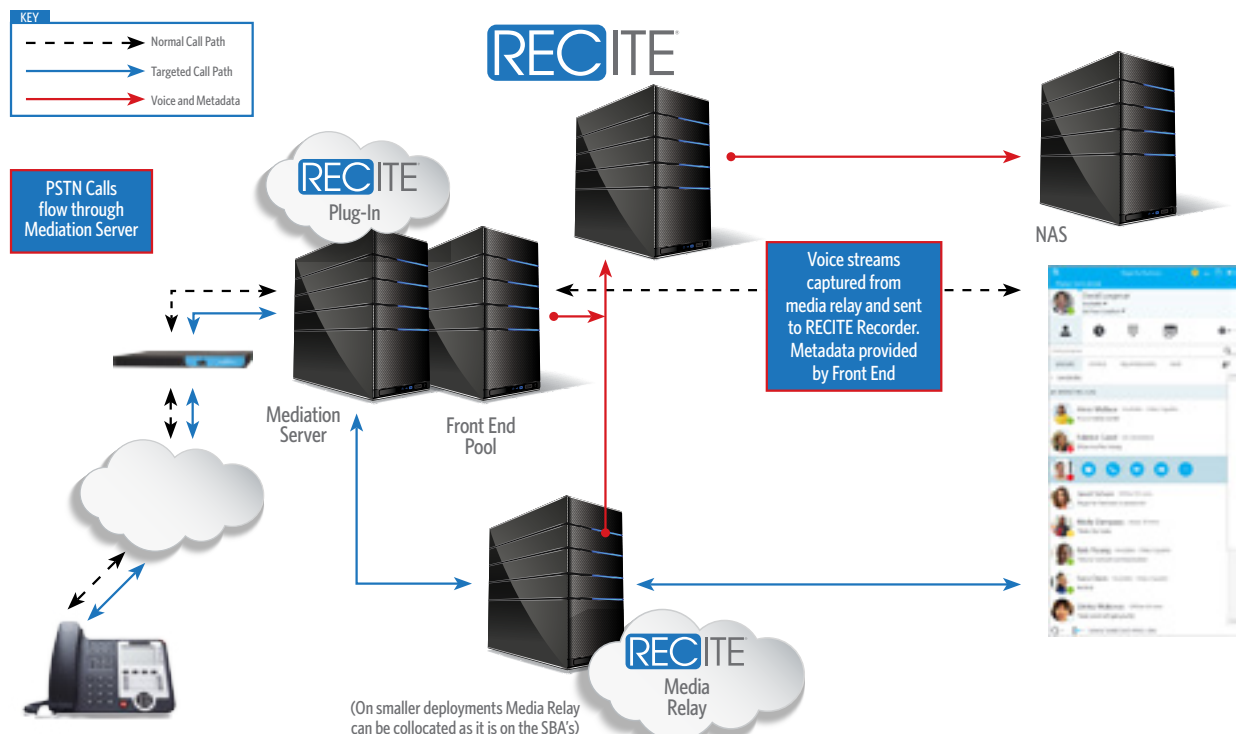
	RECITE	Skype for Business
Recording - Client to Client	✓	✓*
Recording - PSTN Calls	✓	
Recording - Remote & Federated Calls	✓	
Recording - Conference Calls	✓	✓*
Record calls from any client including MAC OS	✓	
Compliance	✓	
Encryption & Compression	✓	
Quality Management	✓	
Archiving	✓	
Central Management/Storage	✓	

*Client side recording/manually initiated

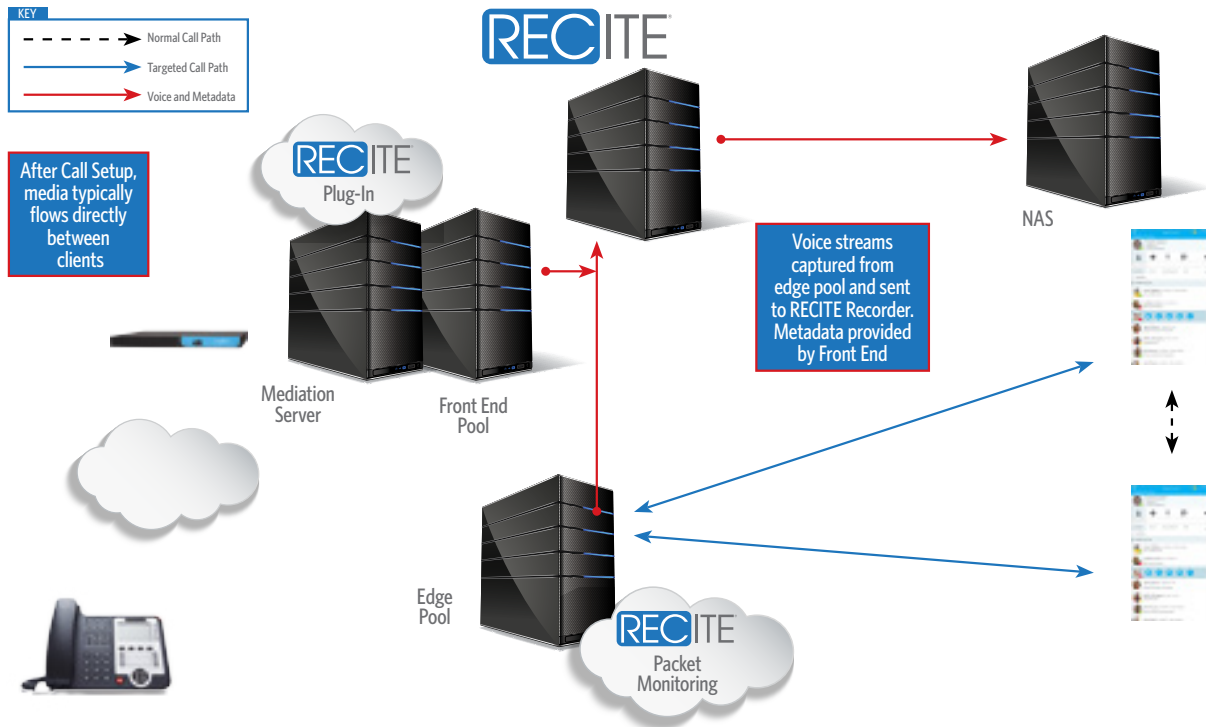
Recording from PSTN to Skype for Business



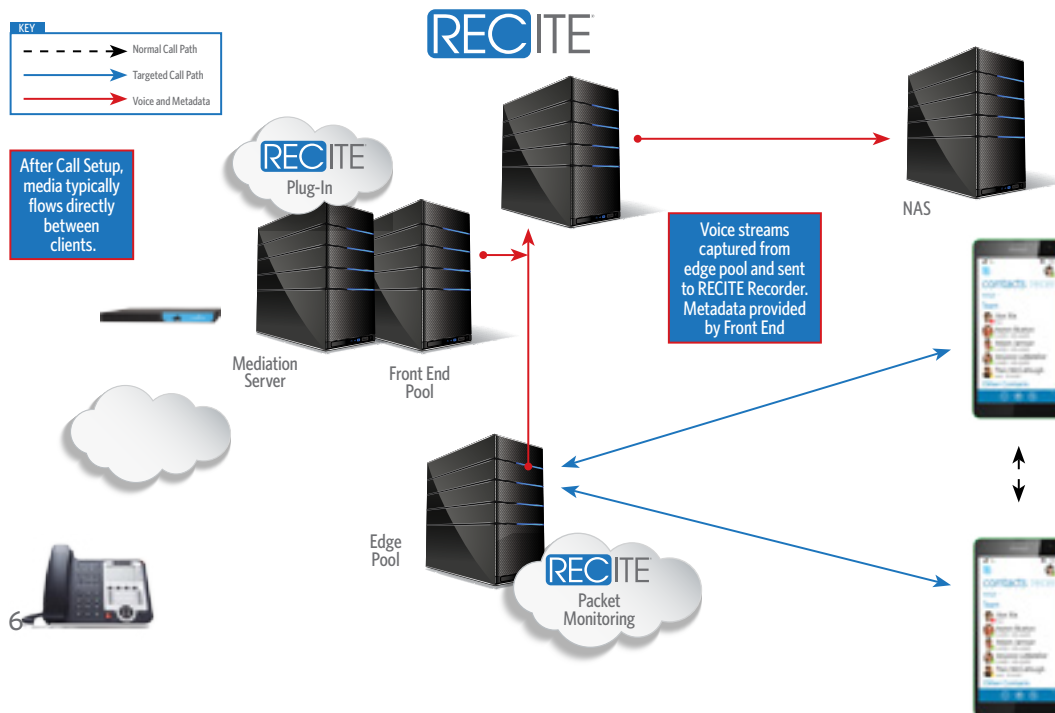
Recording PSTN using 'Media Relay'



Recording from Client to Client

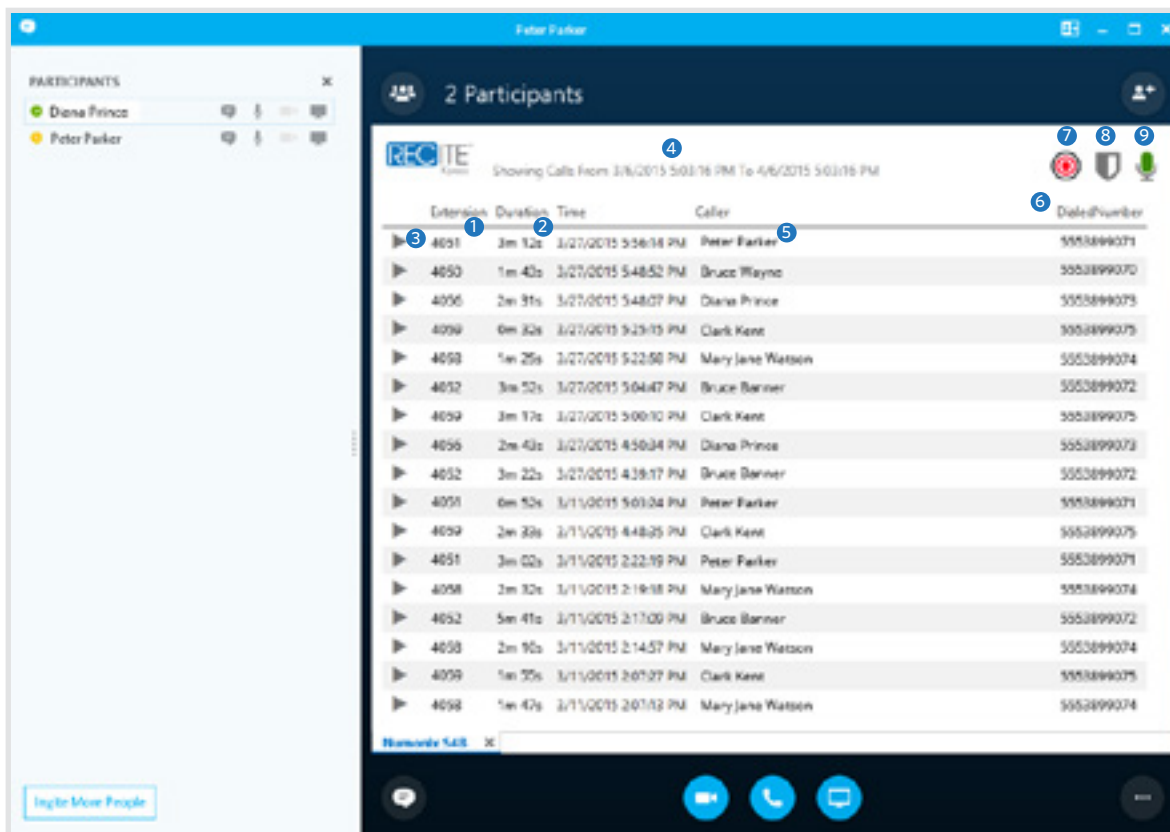


Recording from Mobile Client to Mobile Client



RECITE Skype for Business Client Module

Numonix has enhanced the recording experience for Skype for Business and Lync by introducing access to centrally stored recordings in the users' Skype for Business. Access control to view and playback recordings are facilitated through permission based user profiles which can be customized from within the RECITE Command Center. The ability to initiate record-on-demand or compliance masking has also been integrated into the client to reduce the need for additional desktop applications and allow for a more user-friendly experience.



- 1 User Extension
- 2 Duration of Call
- 3 Direction of Call : Incoming or Outgoing
- 4 Start Date/Time of Call
- 5 Caller Name/Number
- 6 Dialed Name/Number
- 7 Record-On-Demand Button : Start/Stop Recording
- 8 Compliance/Sensitive Information Masking Button
- 9 Recording Status

Recording Skype for Business / Lync

Key Integration Points

Lync 2010/2013 | Skype for Business Trusted Plug-in

- Installed on each Front End server and Registrar including SBA's and SBS's
- Registers as a Trusted Application
- Captures Interaction Metadata for complete interaction record detail
- Captures encryption keys for each targeted Skype for business / Lync session for both passive and edge based recording models
- In Edge Model: Routes targeted Skype for business / Lync interactions to Edge pools for packet capture

Edge Server Packet Capture Service

- Installed on each Edge server in the Skype for business / Lync topology
- Captures packets for all targeted call scenarios passing through the internal or external interface of the edge servers.
- Forwards packets to centralized RECITE recording servers

Media Relay

- Can be installed as a stand-alone server or collocated on the application server or SBA
- Eliminates the requirement for port mirroring to record peer to peer calls to and from Lync / Skype for Business

Standard Packet Capture Service

- Installed on any Windows server to receive packets via port mirroring when edge model is not implemented

A few technical features...

- No Recording Latency
- Support for discontinuous packet delivery due to silence suppression
- Jitter buffer to handle delayed, missing, duplicate packets
- Receive/Transmit Packets
 - Can be mixed and trans-coded to specified format
 - Can be mixed to form 2-channel stereo WAV format
- Standard VoIP codecs as well as Skype for business / Lync specific codecs supported
 - MS RT Audio, Siren, Silk also included

Feature Highlights

Economical

- Linear growth of RECITE concurrent conversations – No forklift upgrades
- Add licensing as needed
- Reduced lifecycle cost
- No additional Lync Licenses required
- No special Lync resources required
- Lowest total cost of ownership
- Centralized architecture reduces hardware investments

Scalable

- Start with as little as 5 concurrent recording channels and scale upwards in a single or distributed server configuration
- Support for single site, multi-site and cloud deployments
- Start with recording, then expand capabilities with easy to add modules

Feature Rich

- Support for specialized codecs such as RTA and Silk
- Built-in Support for archiving and backup to Azure, Amazon Storage Service, NAS & SAN
- More than 80 enhanced call metric reports and dashboard widgets
- Quality management with agent scoring, using customizable evaluation forms, agent and supervisor note taking
- Proactive real-time system health monitoring through Numonix Advisor
- Screen Recording
- Chat recording
- Compliance masking for PCI, HIPAA and more

Secure

- Tamper proof encrypted recordings
- Granular security profiles
- 256 Bit AES Encryption
- HTTPS Access

RECITE Skype for Business Advantages

- Centralized recording of internal, external, remote, PSTN, federated and conference call scenarios
- Support for all Skype for Business codecs
- No impact on conversation quality
- Edge based recording allows for centralized call recording regardless of location or type of user
- Deployed seamlessly within the Skype for Business / Lync infrastructure for easy implementation
- SharePoint integration
- REAL-TIME active directory monitoring for automated user management
- Centralized management for multi-site and global deployments
- SCOM monitoring support
- Playback, compliance masking & record-on-demand in the client

Resiliency and Redundancy

- Recorder can be configured with multiple redundant units
- Support for all redundant topologies
- Support for disaster recovery implementations
- Support resilient Skype for Business configurations
- Never lose a Skype for Business interaction recording due to your Skype for Business environment being in a fail-over state!

Survivability

- RECITE Trusted plug-in installed on each registrar device
- Rules-based centralization of calls for distributed recording environments
- When WAN is revived, calls flagged to be centralized will be synchronized with the central server

Numonix ADVISOR

RECITE is constantly monitored for performance and maintenance. Through our Numonix ADVISOR software, ADVISOR is consistently monitoring for calls processed, disk usage and error alarms that might occur. Our software automatically reports any technical issues found in the system so that your RECITE system can be kept running at full capacity, 24 hours a day, 7 days a week. Numonix Advisor reduces the need for local/in-house resources to provide system maintenance.



Why Numonix:

RECITE is developed by the recording industry's leading software engineers and backed by many years of sales and support experience. Our expertise and customer-first philosophy has helped us grow our business with loyal and satisfied customers.

Numonix provides interaction recording and quality management systems to customers of all sizes. Our mission is to demonstrate our commitment to our customers and to focus on the total customer experience. The entire Numonix ecosystem will demonstrate that we listen to our customers and we are easy to do business with. Our employees and resellers, focus on delivering best of breed technology and customer service.



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