



Skype for Business

INTERACTION RECORDING



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 Integration Points

Edge Server Model

- Trusted plug-in installed on each Front-End Server and Registrar routes targeted Skype

for Business interactions to edge pools for packet capture.

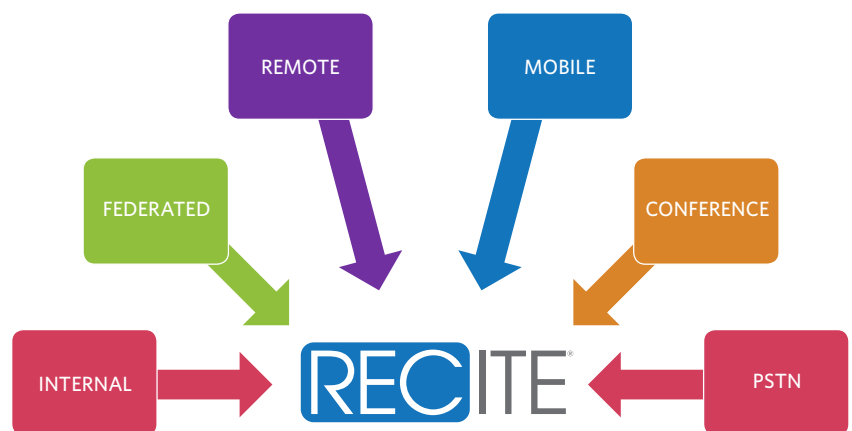
- Packet Capture Service Forwards all target call scenarios to the centralized RECITE Recording Servers.

Media Relay (Supporting Multiple Points of Presence)

- Eliminates the requirement for port mirroring or the Edge Server Model to record peer-to-peer calls to and from Skype for business.
- Can be installed as a stand-alone server or collocated on an application server or SBA.

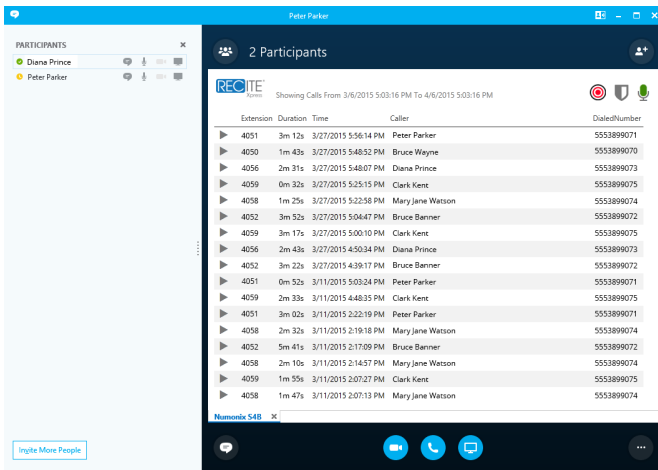
Standard Packet Capture Service

- Installed on any Windows server to receive packets via port mirroring if other models are not implemented.



RECITE Skype For Business Client Module

Numonix has enhanced the recording experience for Skype for Business 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.



- CALL RECORDING
- CHAT/IM RECORDING AND ARCHIVING
- VIDEO RECORDING
- SCREEN RECORDING
- REAL TIME AD MONITORING
- SCOM MONITORING SUPPORT
- SUPPORTS BRANCH SURVIVABILITY
- COMPLIANCE MASKING
- SUPPORTS RESILIENCY

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.



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