Skype for Business

SELECTING THE RIGHT SKYPE FOR BUSINESS RECORDING SOLUTION

NUMONIX
YOUR RECORDING.
YOUR WAY.

SELECTION CRITERIA OVERVIEW

SELECTING THE RIGHT
S4B RECORDING SOLUTION

In order to realize the full value out of your S4B solution and have the ability to capture, store and replay your interactions precisely how you want to, you need to select the right recording solution. There are several criteria you ought to consider to ensure you have the versatility, flexibility and capabilities you need to address all of your business requirements.

Some of the key decision criteria you should consider include:

1. RECORDING

- Types of Recording - including centralized recording of Internal, PSTN, Conference, Remote Agent,Mobile or Federated Voice, Video and Chat conversations.
- Recording System Performance – how do you ensure your recorder is always working?
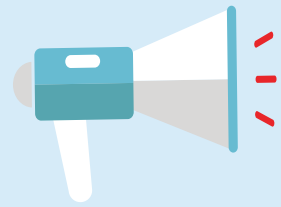
2. SECURITY

- Access and playback permission levels

3 INTEROPERABILITY

- Supported Skype for Business and Lync versions
- Lync/S4B/S4B Version and Codec Support

4. DEPLOYMENT

- Data Visualization / Intelligence
- Widgets, dashboards, reports

RECORDING

Regardless of your S4B/Lync configuration and/or combination of S4B/Lync enabled devices in use, you need the versatility to capture your interactions however they occur. It is one thing for a recording provider to support one or two of the many recording types, but what happens if you record in multiple ways simultaneously – perhaps spanning multiple locations? You want those recordings to all be centralized so you can access and manage the recordings all in one place. This means you need support for all of the types of recording you employ as well as centralization functionality.

Recording System Uptime

As you will surely come to rely on your S4B recorder for many business purposes, you want to ensure if is always operating properly so your interactions are being recorded. You do not want to have the problem of searching for a specific interaction that was never captured. Therefore, another very important consideration is having the ability to monitor the performance of your recorder on an ongoing basis. This will give you the peace of mind you need.

The six different types of S4B/Lync recording you want to ensure you have access to include:

$ 6

PSTN

Internal

Federated

Remote

Mobile

Conference
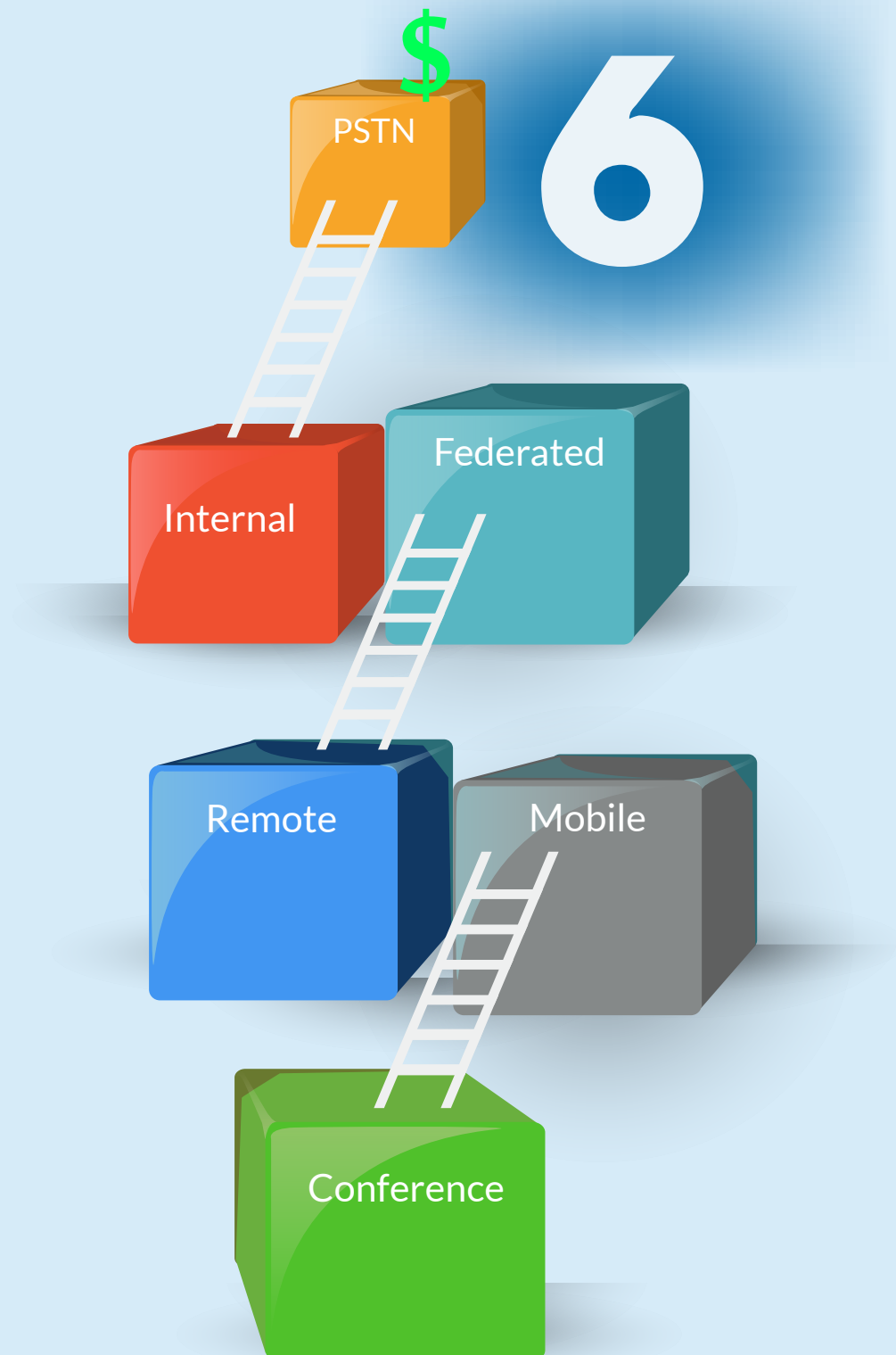
METHODS OF DATA CAPTURE

Skype for Business interactions can be captured in a number of ways, and you need to decide which makes the most sense for you.

1. ● 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.

2. 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.

3. Standard Packet Capture Service

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

INTEROPERABILITY

There are an endless number of Lync and S4B versions still in use today, as well as versions for Windows, Mac, Office365 and so on.
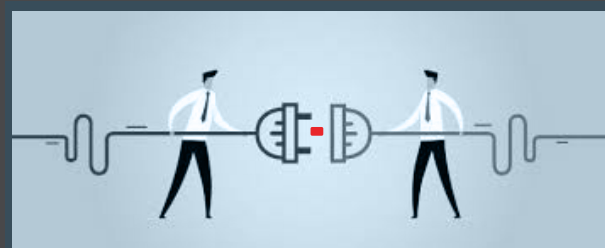
If you have multiple sites using various versions, you want to be sure your recorder can capture all of them, simultaneously. If your recorder has limitations on which versions it can properly record, this can cause significant problems for you.

Do you even know which version(s) and codec(s) you are using?

Version Examples:

Lync 2011 for Mac OS X Version 14.0.7

Windows Skype for Business 2015 client 15.0.4

Skype for Business 2016 (Office 365 version) on Windows 16.0.6

Windows Lync 2010 client 4.0.7

Lync for Mac 2011 client 14.4.1

Microsoft Lync 2013 6.0.8

Skype for Business on Android

Skype for Business on iOS

Skype for Windows 7.16

Skype for Mac 7.18

Skype for Linux Alpha

Codec Examples:

H.264 SVC codec

wideband RTAudio.codec

G.711 audio codec

G.722 wideband audio codec

G.726 Adaptive Differential Pulse Code Modulation (ADPCM) codec

Out-of-band Forward Error Correction (FEC) audio payload codec

RTVideo.(121)

RTAudio Narrowband

H.323 Pulse Code Modulation Codec PCMU G.711 codec

G.711 u-law codec
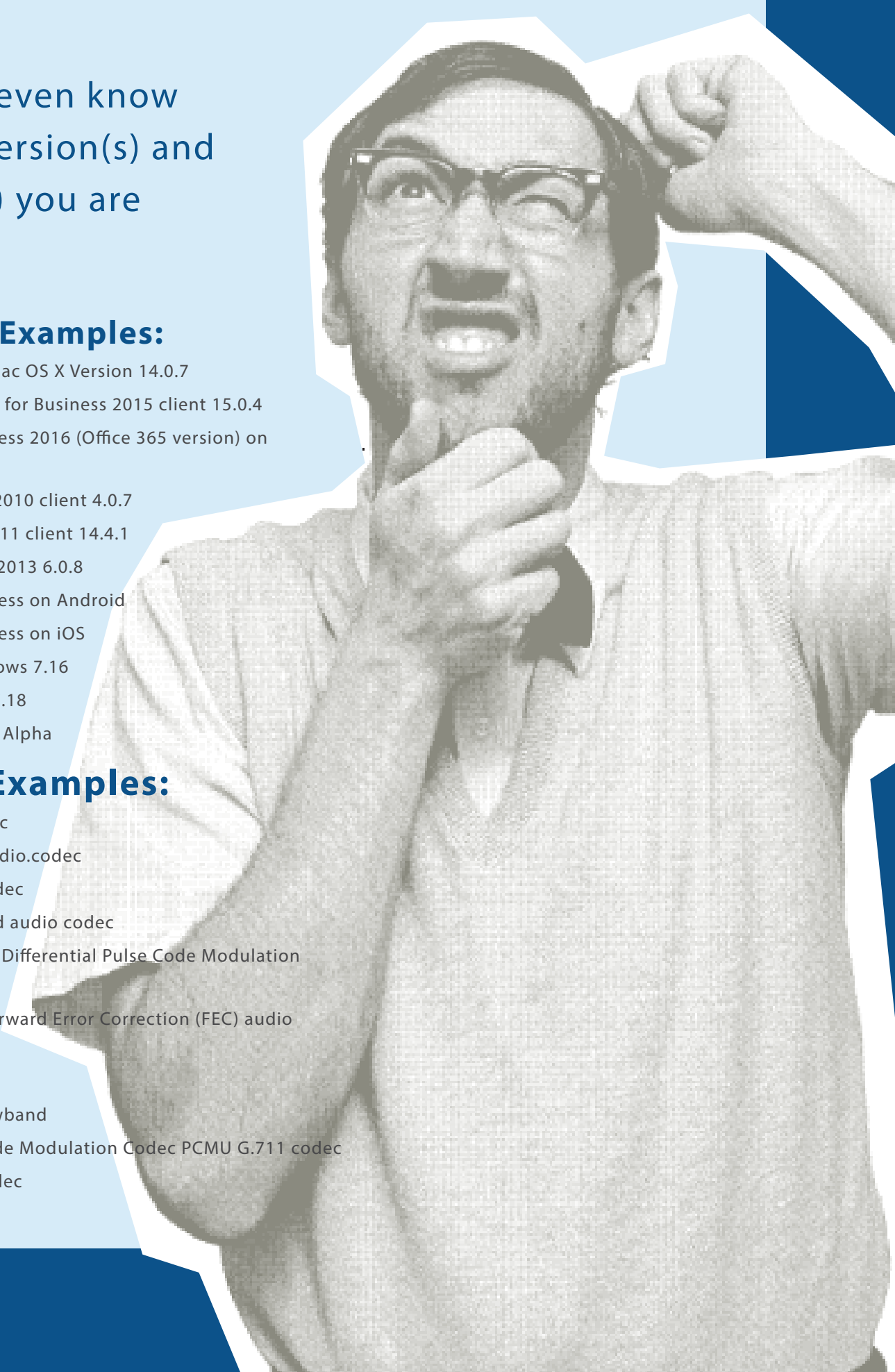
DEPLOYMENT

Single-site

Multi-site

Regional

Geographic

You need a recording solution which supports your specific environment, whether you have two locations or 25, spread across the globe.

It is important to have centralized management, storage and playback of recordings in order to standardize for quality and risk mitigation across your organization. Therefore, make sure the recorder can support various types of deployments, whether you require them all today or may in the future:

DATA VISUALIZATION/INTELLIGENCE

To help you assess agent performance and monitor and measure customer service performance, you need metrics and reporting data from your recordings. Some recording systems provide rudimentary reporting capabilities – think Excel. This is not what you want. You need visualization tools that bring your interaction data to life so you can easily identify:

You can easily uncover this type of business information with push-enabled, customizable dashboards and widgets which let you choose what information is displayed and in what format. With this intelligence at your fingertips, you will be able to make highly informed decisions which impact performance in the areas of customer service, sales and marketing.

- Agent skill deficiencies
- Root causes of workflow delays
- Customers at risk of defecting
- Sales and marketing intelligence
- Competitive intelligence
- Under-performing agents
- Workforce requirements

SECURITY: PLAYBACK PERMISSION

You record calls to support a variety of critical business functions, and some of your interactions contain personally identifiable information such as credit card numbers, pin numbers, social security numbers and so on. You want to be able to restrict access and playback of these sensitive interactions to only authorized staff.

For example, you might want to restrict calls based on various permission-based user profiles, such as:

1. Agents who are authorized to take credit card calls

2. Supervisors from the accounting department

3. Quality assurance supervisors

4. Customer rescue team

5. Compliance personnel

RECITE®

YOUR RECORDING. YOUR WAY.

Logged in user
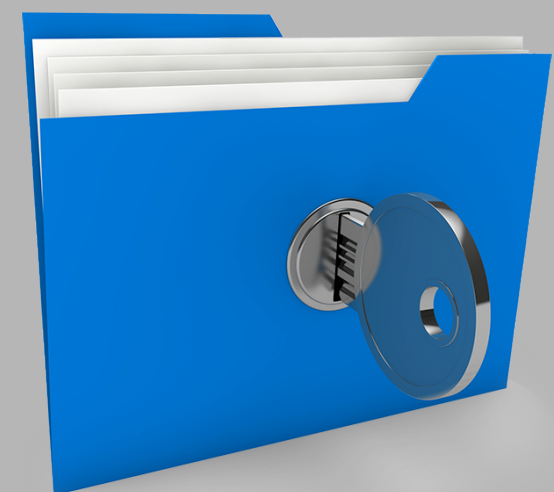Michael.allen@numonix.com

Company
Numonix

Record   notes   unmute   settings

FREE TRIAL OF SKYPE FOR BUSINESS RECORDING

Try Skype for Business Call Recording Free for 20 Days.

http://numonixrecording.com/skype-business- recording-free-trial/

Industry's Most Versatile Recording Solution. Period.

NUMONIX
YOUR RECORDING.
YOUR WAY.

9 — **TYPES of RECORDING**
For Skype for Business

80 — **WIDGETS and DASHBOARDS**

100 — **PERMISSION LEVELS**
For controlled access to your recordings

8 — **TECHNOLOGIES:** Passive IP, Active IP, Digital, Analog, T1 / E1 / J1, SIPREC, Radio, CTI / SMDR

365 — **SUPPORT: 24/7/365**

3 — **API TECHNOLOGIES**
Included at no charge

● — **ALL VERSIONS** of Skype for Business & Microsoft Lync & all codecs

4 — **TYPES of CALL RECORDING**
Landline, Mobile, VoIP & Skype for Business

4 — **TYPES of BUILT-IN STORAGE SUPPORT**
Azure, Amazon, NAS and SAN

50 — **CANNED REPORTS**

4 — **TYPES of DEPLOYMENTS**
Single, Multi-Site, Regional and Geographic

∞ — **PBX INTEGRATIONS**
For every leading UC & PBX vendor

● — **PBX HYBRID:** Record multiple telephony environments from the same recording solution