Permanent Call Recording for Colt Cloud UC

escaux

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Use Case Description:

1. The SMP Administrator can select the internal extensions where the call recording is permanently activated.

For every extension in the directory, he can decide to activate the call recording of all external incoming calls, or all external outgoing calls, or both.

2. The conversations are recorded by a dedicated SOP in Colt datacenter and are stored in 1 audio file per call on a storage device provided by Escaux.

3. A web based search interface enables the customer's administrators to search and retrieve the audio files via Internet

Deliverables:

Cloud infrastructure:

- Call recording server (not redundant, availability 99%) in both Colt datacenters

- Storage for the audio files (not redundant, availability 99%) with redundant disks, in both Colt datacenters

- Backup server for the audio files

Software:

- Call Recording Module with a maximum retention time of up to 3 years, configurable per customer account

- Automatic Backup procedure for the audio files

- Web based GUI to search and listen to the audio files (see detail below)

Professional Services:

- Installation of the call recording servers & storages in both Colt datacenters

- Installation & configuration of the Call Recording Module + Automatic Backup + web based GUI

- Documentation of the solution (English)

- Technical support to User Acceptance Testing.

- Project Management.

- Software maintenance of the solution.

Pricing per customer account:

	Estimated Nbr of days (*)	Price/day	Total (EUR)	Total EUR/month
Cloud infrastructure:				
Recording server capacity (20 channels) and storage capacity (1000 hours) in 2 Colt datacenter			2500	
Backup server capacity (for 1000 hours)			250	
Professional services:				
Activation & configuration of the Call Recording module	0.5	758	379	
Total			**3129**	
Maintenance of the solution				**261**
Options:				
- Additional recording channels (20) and storage capacity (1000 hours)			**2750**	**229**
- Additional storage capacity (1000 hours)			**875**	**146**

Conditions

(*) Escaux commits on resource assignment and not on results as long as low level scoping is not completed and signed off by the customer

Prices in €. VAT, shipment, travel & hotel expenses exclusive

Payment Conditions:

At purchase order: 50% of total purchase

At delivery: 50 % of total purchase

Proposal valid 45 days

Technical limitations

Capacity limitations of the storage:

- Max nbr of concurrent calls to be recorded (or channels) per customer:	**20**	recording channels
- Max storage capacity:	**1000**	hours
- Max retention time:	**1000**	days

Software limitations:

- Direct media stream between end-points (SIP re-invite) not possible for extensions to be recorded by the SOP.

- No specific audio message is played automatically to inform the users that the conversation may be recorded.

If required, such message can be added in the standard audio prompts (welcome message, IVR, waiting music, …) by the end-customer.

However, the change of the audio prompts is out of the scope of this proposal.

- Audio files are deleted automatically (every night) from the storage:

  - when the max retention time is reached;

  - or when the max storage capacity allocated to the customer is reached.

- The access to the recording storage is based on https encryption and protected by a password.

- Escaux keeps a high standard in terms of security. However the price does not include an assurance against a malicious attack.

- The bulk download of multiple audio files is not allowed.

Audio file format:

Audio files are stored in the standard WAVE PCM uncompressed mono format with 8000 16-bit samples per second.

The size of these audio files is 937.5 KBytes/minute.

Example of this type of file: http://www.nch.com.au/acm/8k16bitpcm.wav

Audio file names:

- For incoming calls: IN-"Date"-"Time"-"Called Extension"-"Caller Number".wav

   Example: IN-20160318-235959-3001-00442073903900.wav

- For outgoing calls: OUT-"Date"-"Time"-"Calling Extension"-"Called Number".wav

   Example: OUT-20160318-112959-3001-00442073903900.wav

Web based GUI to search & listen to the audio files:

A web based GUI enables the customer's administrators to search and listen to the audio files.

The search criteria of an audio file are:

- Type of the call (Incoming or Outgoing)
- Date of the call
- Time of the call
- Internal extension number
- External number

This web interface also enables to download audio files one by one.

This web interface, accessible from Internet, is protected through https and password.