

ReDat Recording, a.s.

ReDat Recording certified with OmniPCX Enterprise™



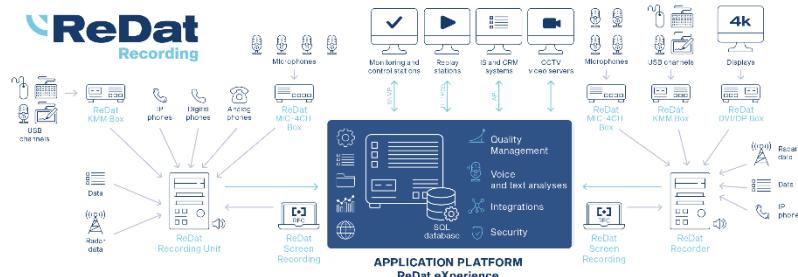
The ReDat Recording system offers a certified method of active recording for Alcatel-Lucent OmniPCX Enterprise. Using the processing of all available metadata, the system enables accurate call-flow reconstruction with the option of connecting to CRM or SW of the rescue system. Our customers are major mobile operators, large banks, integrated rescue system components, railway administrators, air traffic control or successful commercial contact centers

Integration Overview:

The ReDat Recording solution provides a very sophisticated modular system for recording voice, video and other relevant data, which are automatically analyzed so they are available to users in a clear and structured form.

The ReDat Recording System is usually composed of:

- Recording units
- ReDat eXperience (Record control, Management and analytical SW)
- Special interface boxes (HID, DVI, DisplayPort, Microphones)



Integration Details:

ReDat Recording System is a multi-data digital recording system for integrated recording of various data types (audio, PC screens, CCTV, HID, radar data, ATC datalink, text messaging, audio noise probe) from specified interfaces, which are stored on HDD.

Recording unit interface:

- Analogue interface:
 - Analogue telephone channels, audio outputs of radio sets, microphones
- Digital interface:
 - UP₀ interface (digital extensions)
 - Euro ISDN S0 interface (ISDN, GSM gateways)
 - E1 trunk (2Mbit/s G.703)
 - E1 trunk - active recording - DR-Link / Network DR-Link
 - GSM-R recording, interface between MSC and BSC
 - Trading systems with E1 interface
- IP interface:
 - Passive recording of VoIP calls
 - Active recording – for Alcatel-Lucent's IP DR-Link / Network IP DR-Link, for other PBX producers (Active SIP), SIPREC
 - GSM-R recording

- Trading systems with IP interface
- PC screens – recording of agent's PC
- IP probe for screen recording
- IP probe for PC peripheral devices (mouse, keyboard, touchscreen) and ambient microphones
- Radar data
- Datalink
- Noise probe

The system provides:

- Call-flow analyses
- Synchronization of phone call recording with screen recording
- Voice processing - emotions, speech-to-text, topic analysis
- Statistics, Reporting and dashboards, Coaching
- Evaluation
- Incident investigations
- Non-speech interactions processing
- Retrieving records from other systems

The system is GDPR compliant.

Technical Details:

Environment

Partner	ALE
<ul style="list-style-type: none"> • ReDat5 Recorder 3.14 (Recorder Unit on OpenSUSE) • ReDat eXperience 2.39.2 (CTI Unit on Windows) 	<ul style="list-style-type: none"> • OmniPCX Enterprise OXE-R101.1 – n4 MD3 • TSAPI Server 7.5.0

Supported APIs/Protocols

- TSAPI, IP/TDM DR-Link

Company Overview:

With many years of experience, ReDat Recording operates its own production line and engages in high-level product development. ReDat Recording Systems solution is designed to record and process voice, screen content, and data.

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CAUTION: This validation provides customers with confidence that a partner's integration with an Alcatel-Lucent Enterprise on-premises platform is functionally sound and performs as designed. This can help customers reduce deployment risk, lower total cost of ownership, and improve the user experience related to the partner's integrated offering.

However, be aware, this document is associated with an InterWorking Report (IWR) available on the ALE Business Portal which give all possible restrictions and limits.

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