CSI offers a wide range of call recording options for contact centers of all sizes, addressing needs ranging from liability, verification, compliance, or service quality initiatives.

**AVAYA INTEGRATED RECORDING**
CSI offers the following three methods of integrated Avaya call recording. Avaya DMCC Recording can be completed using Single Step Conference or Service Observe, with the logging method also supporting Dual Registration. All recording styles can be blended to offer logging on some phones, schedule based on others and on-demand where needed.

- **100% Call Logging** offers the recording of every call made and received by your employees. This method is designed for legal, liability, and verification requirements.
- **Selective/Schedule-Based Logic** is used to capture a subset of calls based on percentages, call types and various other criteria. This method is typically used for quality assurance and process improvement.
- **Record On-Demand & Save On-Demand** is used to trigger recording at will for various use cases. This manual method can be invoked by the agent or other users of the system, namely team leaders, supervisors, or administrators.

**AVAYA DMCC CALL RECORDING METHODS**
- **Service Observe** is a method of recording whereby a DMCC device continually monitors a station for various events, connecting to record calls as dictated by the specified recording logic.
- **Single Step Conference** is a method of recording whereby a DMCC device continually monitors a station for various events, conferencing onto active calls as dictated by the specified recording logic.
- **Dual Media Registration** is a method of recording whereby a second registration of the agent’s station is used to continually monitor and record the primary registration of the device.

**AVAYA PASSIVE RECORDING**
Avaya Passive recording is an alternate to DMCC Active recording typically utilized in situations where there is a requirement to record in the absence of an Avaya AES and/or TSAPI/DMCC Licenses. Many passive solutions include the capture of metadata using TSAPI, providing near-equal data sets for passive recording, when compared to integrated solutions.

**CISCO ACTIVE RECORDING**
The Virtual Observer Cisco recording engine works in unison with the Cisco Unified Communications Manager, leveraging the standard Built in Bridge functionality to receive “Dual Media’ audio streams from a recorded phone or gateway. Supported switches include Cisco Unified Communications Manager 6.x and up

**CONCURRENT MODELS**
Many of our recording methods support a concurrent recording model, enabling customers to purchase only the recording licenses needed for the maximum number of simultaneous calls handled by your center for any one moment in time.

**SUPPORTED PLATFORMS**
- Avaya
- Cisco
- Microsoft Lync
- Nortel
- Mitel
- NEC
- Siemens
- Most other telephony platforms

*All of the above methods support capture of call metadata using TSAPI monitoring where that data might otherwise be lacking based on the recording method.