



Skype
for Business

Audiocodes
SmartTAP 錄音系統



SmartTAP 係一安全、穩定並且經微軟認證的錄音解決方案

■ 認證

- Microsoft LYNC 第一個認證的錄音解決方案

■ 經濟

- 不需要 Conference 資源即可達成
- 原生 Lync Plug-in
- 可使用 Port Mirroring 選項
- 不影響通話品質

■ 豐富功能

- 針對所有使用者通話情境，包含行動的錄音
- 內建針對 Microsoft RTA codec 的錄製
- 遠端分點的 Survivability
- 可擴充的架構從8至N個concurrent sessions，支援集中或分散式架構

Compliance Recording

Transaction
Verification

Quality
Assurance

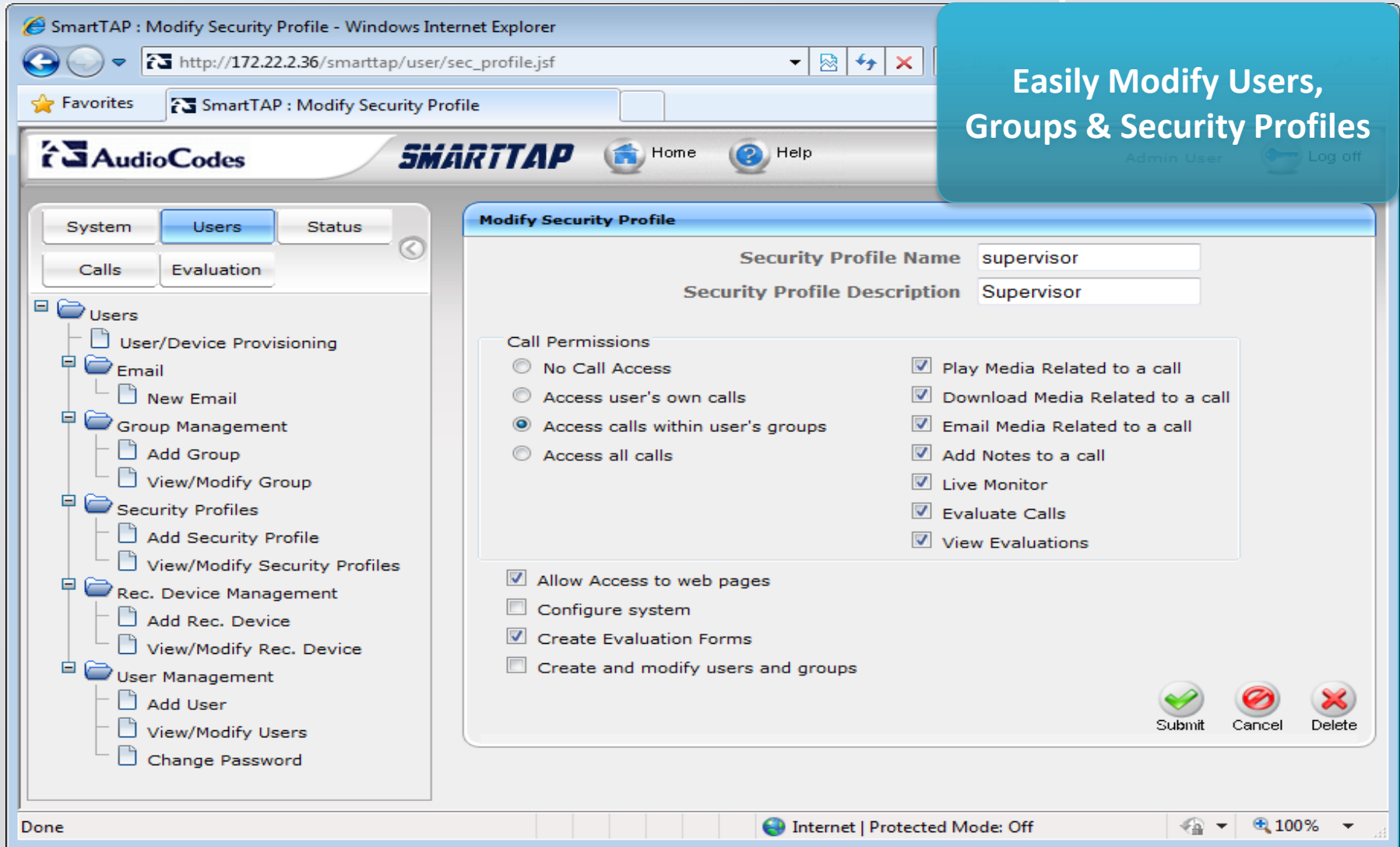
Dispute
Resolution

Search, Play, Download, Email, Add Notes, etc...

The screenshot shows the SmartTAP web interface. On the left is a navigation sidebar with tabs for System, Users, and Status. Under 'Users', there's a list of users including 'Johnston, Chard'. The main area displays a call log for 'Calls between 4/3/12 01:28 PM and 4/3/12 03:28 PM'. A call record for 'Johnston, Chard' on 'Wed, March 28, 2012 02:08:37 PM' is selected, and a media player is embedded above a detailed call log table. The media player shows 'PLAYING' with a progress bar at 01:57 out of 05:27. The call log table below has columns for User/Device, Started, Duration, Direction, Calling Party, Called Party, Notes, and Select Calls.

User/Device	Started	Duration	Direction	Calling Party	Called Party	Notes	Select Calls
Johnston, Chard	Mar 28, 2012 3:07:07 PM	00:02:27	OUTGOING	chard.johnston	conf-Chard.Johnston	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Johnston, Chard	Mar 28, 2012 2:08:37 PM	00:05:27	INCOMING	paul.duarte	chard.johnston	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Answer Time: Mar 28, 2012 2:08:40 PM Release Time: Mar 28, 2012 2:14:04 PM Answering Party Digits: chard.johnston							
Johnston, Chard	Mar 28, 2012 10:53:27 AM	00:00:20	INCOMING	paul.duarte	chard.johnston	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Johnston, Chard	Mar 28, 2012 10:33:32 AM	00:12:29	OUTGOING	chard.johnston	conf-Paul.Friedman	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Johnston, Chard	Mar 28, 2012 9:31:32 AM	00:25:44	OUTGOING	chard.johnston	conf-Chard.Johnston	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Johnston, Chard	Mar 27, 2012 12:17:05 PM	00:04:51	OUTGOING	chard.johnston	+15857396595	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Johnston, Chard	Mar 27, 2012 11:45:16 AM	00:01:46	OUTGOING	chard.johnston	+15857396595	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Easily Modify Users,
Groups & Security Profiles



SmartTAP : Modify Security Profile - Windows Internet Explorer
http://172.22.2.36/smarttap/user/sec_profile.jsf

AudioCodes SMARTTAP Home Help

System **Users** Status
Calls Evaluation

Users
User/Device Provisioning
Email
New Email
Group Management
Add Group
View/Modify Group
Security Profiles
Add Security Profile
View/Modify Security Profiles
Rec. Device Management
Add Rec. Device
View/Modify Rec. Device
User Management
Add User
View/Modify Users
Change Password

Modify Security Profile

Security Profile Name: supervisor
Security Profile Description: Supervisor

Call Permissions

- No Call Access
- Access user's own calls
- Access calls within user's groups
- Access all calls

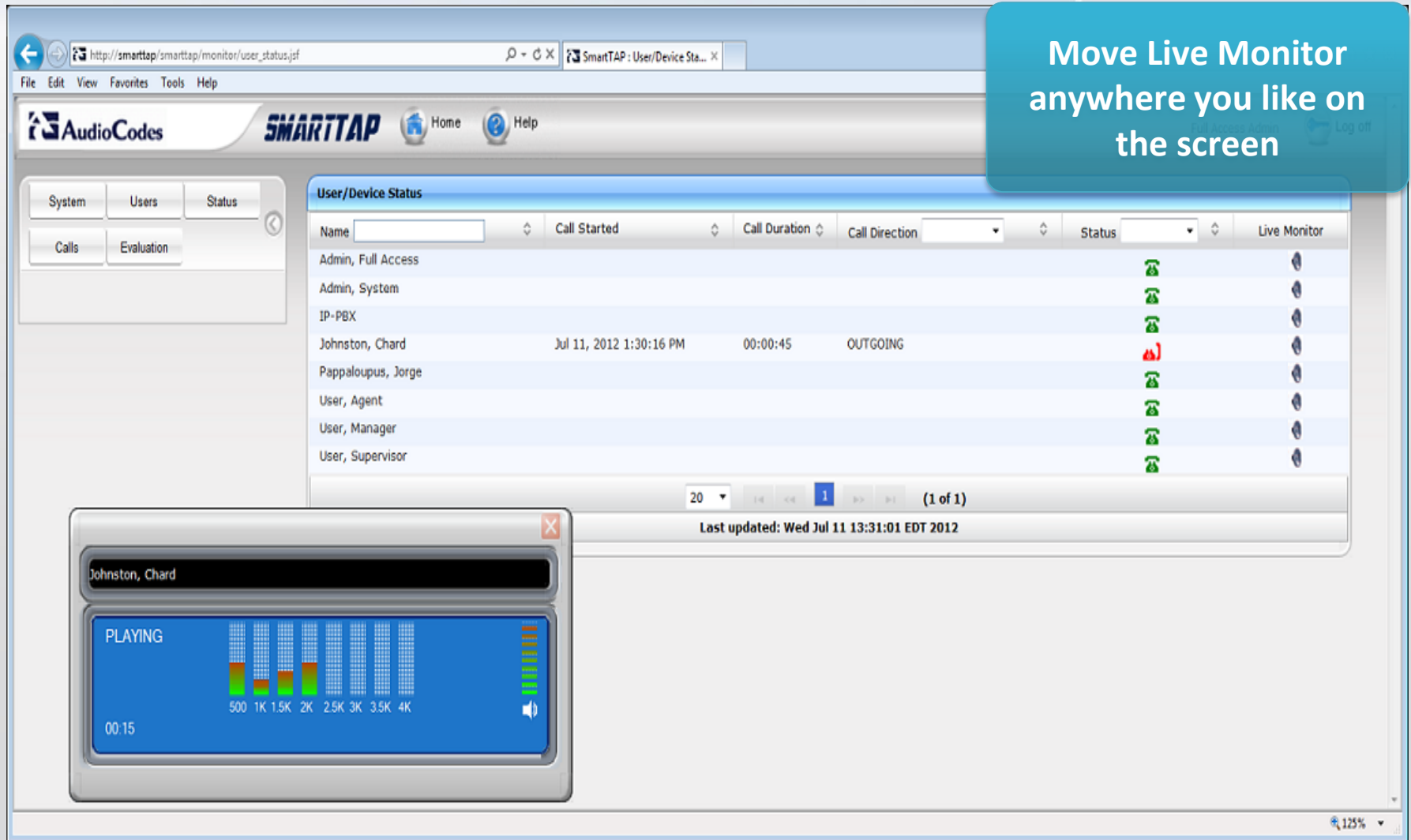
- Play Media Related to a call
- Download Media Related to a call
- Email Media Related to a call
- Add Notes to a call
- Live Monitor
- Evaluate Calls
- View Evaluations

- Allow Access to web pages
- Configure system
- Create Evaluation Forms
- Create and modify users and groups

Submit Cancel Delete

Done Internet | Protected Mode: Off 100%

Security Profiles



The screenshot shows the SMARTTAP web interface for monitoring user and device status. A call detail pop-up window is open for user 'Johnston, Chard', showing a 'PLAYING' status with a frequency spectrum and a duration of 00:15. A call log table in the background lists various users and their call details.

Name	Call Started	Call Duration	Call Direction	Status	Live Monitor
Admin, Full Access					
Admin, System					
IP-PBX					
Johnston, Chard	Jul 11, 2012 1:30:16 PM	00:00:45	OUTGOING		
Pappaloupus, Jorge					
User, Agent					
User, Manager					
User, Supervisor					

Call detail pop-up for Johnston, Chard:

- Name: Johnston, Chard
- Status: PLAYING
- Duration: 00:15
- Frequency spectrum: 500, 1K, 1.5K, 2K, 2.5K, 3K, 3.5K, 4K

Move Live Monitor anywhere you like on the screen

See Real Time Status of Client