

# smart**TAP**

All-in-one Compliance Recording Solution  
for Skype for Business

# 360° ENTERPRISE INTERACTIONS RECORDING & CAPTURING

## RECORD EVERYTHING

Full 360° enterprise interactions capturing of voice, video and IMs

## CAPTURE ANYWHERE

Supports internal, external, mobile interactions, and interactions with remote & federated users

## BUILT FOR SKYPE FOR BUSINESS

Compatible and fully certified for Skype for Business environment



# TOP-NOTCH ENTERPRISE INTERACTIONS RECORDING

Meeting the latest compliancy regulation demands



On premise & cloud PBX  
360° user recording

Microsoft certified  
solution

Enterprise-class  
architecture

Recording tagging,  
reporting & analytics



## SEAMLESS SKYPE FOR BUSINESS CONNECTIVITY & INTEGRATION

Supported by the AudioCodes voice expertise. Deploy & integrate SmartTAP with your Skype for Business environment in no-time.



Registered enterprise user interactions with internal, external, remote and federated entities fully recorded under any call scenario

Full Skype for Business connectivity to Front End, Edge, Conference and Mediation Servers

Interactions storage on premise or cloud-based

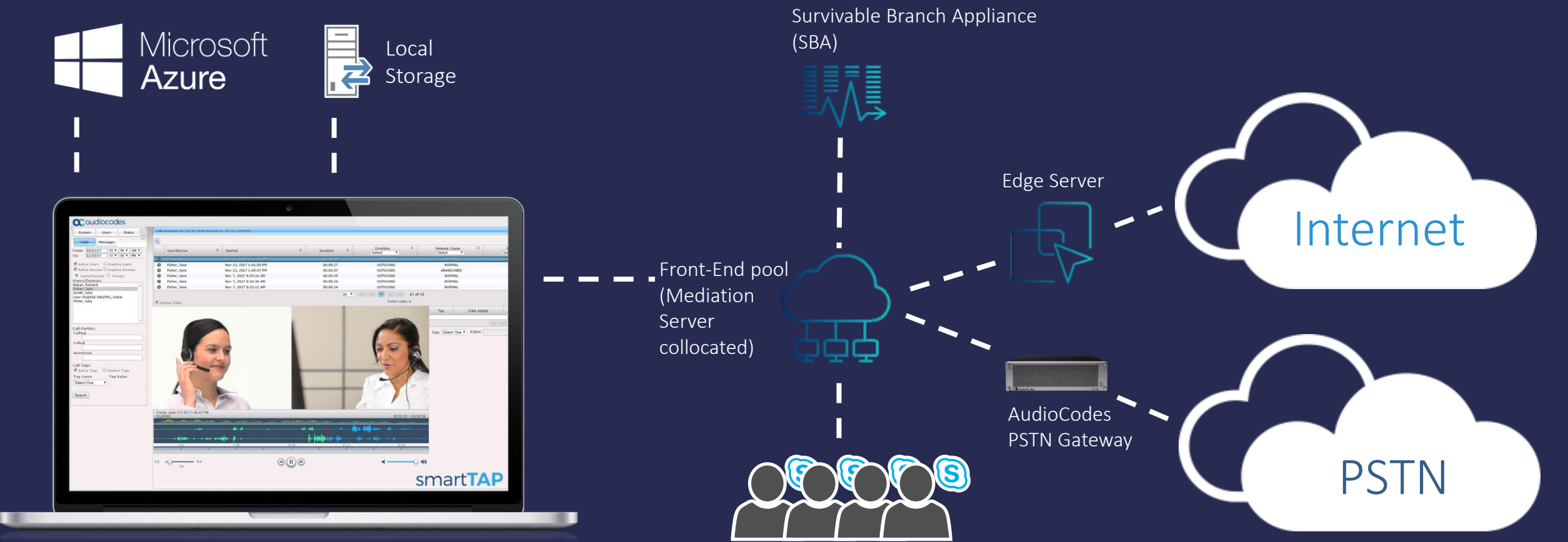
# SmartTAP Call Flow & Recording

Solution architecture: Support for multiple call scenarios under Hybrid environment



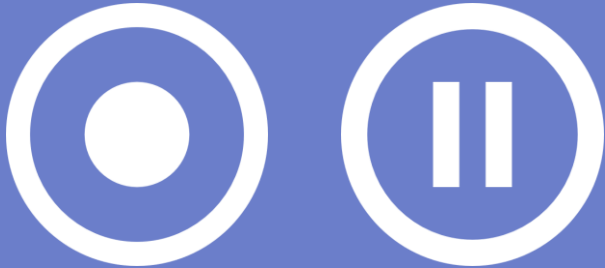
# SmartTAP Call Flow & Recording

Solution architecture: Support for multiple call scenarios On Premise

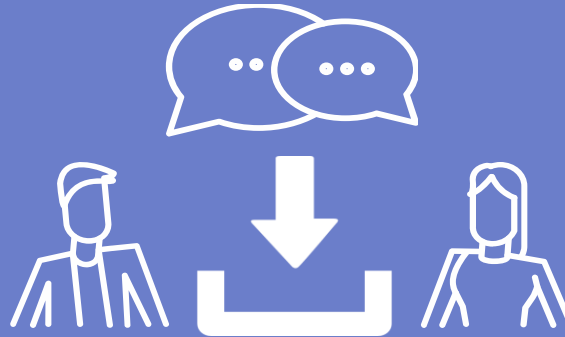


# Advanced Key Compliance Recording Features

Specialized compliance-oriented experience



Pause/Resume for  
real-time PCI  
compliance recording



Save-on-demand and  
Integrated Announcement  
Server with Opt-Out capability



REST API for CRM or  
other 3rd-party  
platform connectivity





# CASE-STUDY #1

Gazprom



Full Skype for Business integration with the AudioCodes SmartTAP solution

Hundreds of distributed recorded users in Singapore, Manchester, Huston and London HQs.

Complete voice interactions capturing of Gazprom traders & support staff

Recording of IP & TDM calls with secured and centralized management and storage



## CASE-STUDY #1

Gazprom

“AudioCodes SmartTAP ticked all boxes for a Microsoft-compatible recording solution. Interactions recording is completely seamless with no need for user intervention.

The success and ease of installation have given us the confidence to continue rolling out SmartTAP across all of our global offices.”

*Ian Burgess, Head of Global Infrastructure at Gazprom*



# CASE-STUDY #2

Securitas



360° interactions recording  
for quality assurance,  
dispute resolution and  
compliance

More than 500 recorded  
contact center agents in  
EU, headquartered in  
Sweden & Norway

Digital SSL signature  
ensuring recording  
validity & integrity

Full Skype for Business  
integration with the  
AudioCodes E-SBC & SBA





## CASE-STUDY #2

Securitas

“We needed an efficient recording solution to capture any contact center call regardless of its source or destination, and to efficiently retrieve recordings while guaranteeing integrity & security for our staff and customers.

We are delighted at the ease with which we were able to deploy SmartTAP, and the results it delivers.”

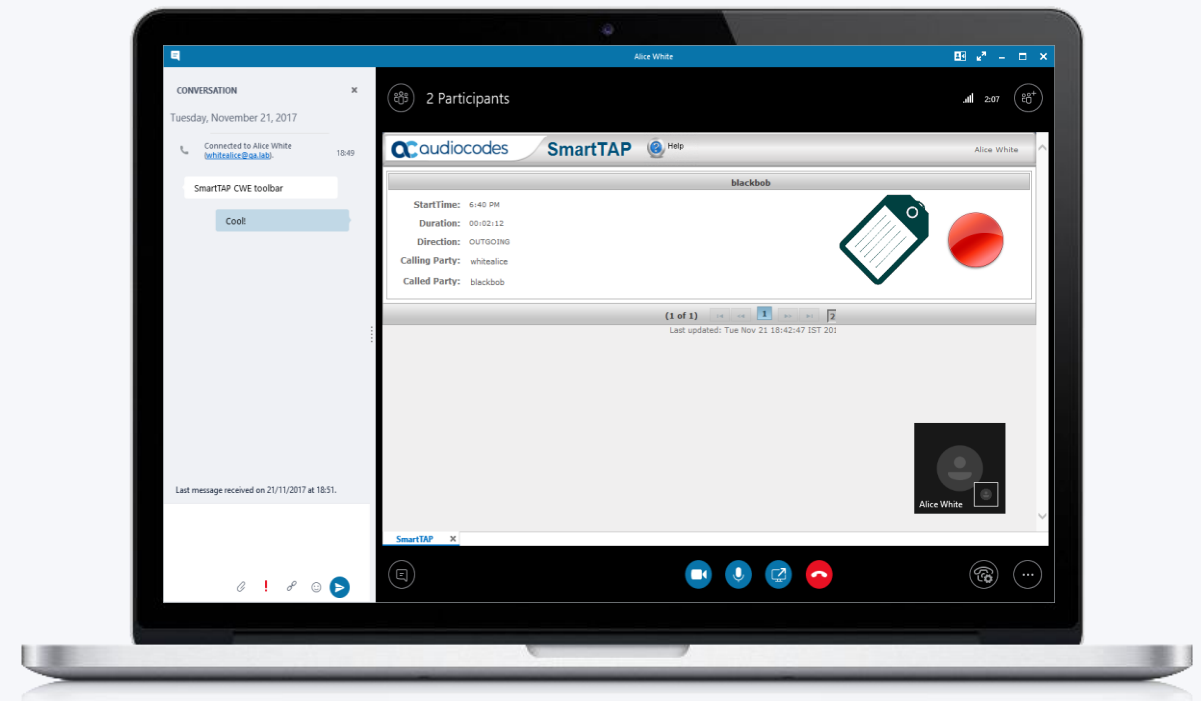
*Mats Klasenius, Head of Call Centers at Securitas*



# Intuitive Web Management Console & CWE Client

Interactions playback, search, download and sharing

SmartTAP interactions recording within Skype for Business CWE



# SECURITY & DATA PROTECTION

- Interactions & data storage encryption over AES 128-bit
- Export interactions with digital signature for data integrity and liability
- Role-based access control with audit trail and complete logging of all user activities
- SmartTAP Media Proxy maintains internal calls within Skype for Business DMZ
- Interaction deletion prevention during pre-defined retention periods
- High reliability using Standby or Active Redundancy
- Advanced system health monitoring

## Industry & Security Certifications





# SmartTAP SUPPORTED COMPLIANCY REGULATIONS

Ensuring organizational compliancy with the latest industry-standards



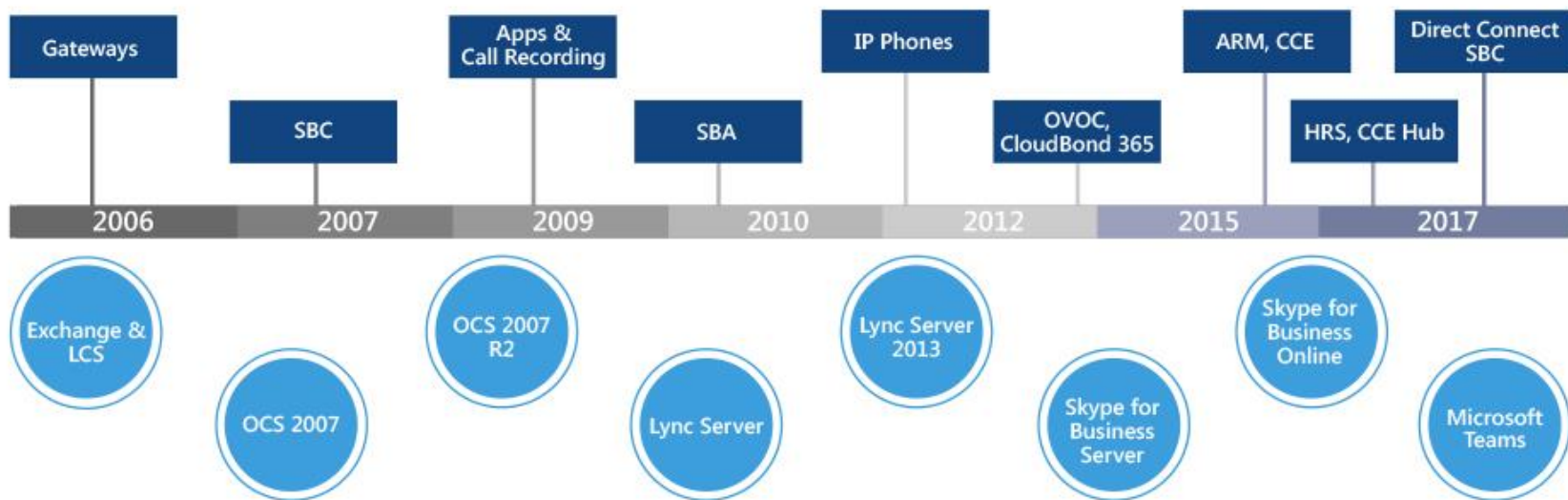
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# THE AUDIOCODES ADVANTAGE

Delivering Voice Innovation for Microsoft UC for Over 10 Years

## AUDIOCODES INNOVATION



Delivering Voice Innovation for Microsoft UC for more than 10 years, providing seamless & smooth SmartTAP integration with additional AudioCodes voice networking products and solution for the Microsoft environment.



- Designing and developing telecommunication products and solutions with special focus on VoIP and VoIP migration technologies since 1993.
- Employing over 700 employees worldwide with HQs in Israel and NJ.
- Publicly traded in Nasdaq (AUDC).
- Strategic partner of Microsoft, Avaya, BroadSoft, Genesys and more.
- Global sales and support operations in more than 100 countries around the world.