



- RESTful web services API to control recorder functions
- SIP Presence for recording status
- HTTP Streaming for Live Call Monitoring
- All-In-One or Distributable software solution
- 300 Concurrent Recording sessions per instance with scalability to N number of instances
- Pause / Resume recording for PCI compliance
- Record on Demand for user initiated recording
- Remote branch survivability with buffering technology
- Granular security profiles with LDAP integration
- Audit Trail monitoring
- AES 128bit Media Encryption
- Audio File Compression
- Support for industry-leading telephony systems such as Microsoft LYNC, Cisco, Avaya, ShoreTel, SIP and many others

Overview

AudioCodes SmartWORKS Plus recording engine enables Call Recording solution providers to focus on the Analytics and less on continuous investment in Telephony due to new PBX platforms or upgrades. SmartWORKS Plus normalizes all telephony integrations into one common interface eliminating the need for continual development and the easy migration to new PBX platforms.

RESTful Web Services API

Using the REST API allows for a platform and language independent standards based integration to the SmartWORKS Plus recording engine offering unprecedented flexibility and future proof investment protection.

SIP Presence Server

SmartWORKS Plus SIP Presence server enables a 3rd party application to be call aware via SIP based messaging. The application using SIP will register to receive messages for a specific user or device. Combined with the REST API, the application could start/stop recording, live monitor or simply know recording has started.

HTTP Live Streaming

SmartWORKS Plus live streaming enables near real-time ability to listen to a call via the client browser from their PC, Tablet or Smartphone.

Security Roles and Permissions

Using the REST API HTTP Authentication is required to access the SmartWORKS Plus engine. Depending upon the user credentials used to access the SmartWORKS Plus engine, the OEM application will have access to all user calls or specific users.

