Call Recording

**FreeSWITCH** + **OrekaTR** TOTAL RECORDER

Oreka TR is deployed in over 2,000 FreeSWITCH & Asterisk-based call centers & used by over 250 Business VoIP Providers.

Oreka TR provides you 100% confidence that your call recording solution will have zero impact on the performance and reliability of your FreeSWITCH platform.

OrecX will meet the your recording needs at half the cost of competing solutions.

OrecX's powerful, flexible, future-proof design provides you with the best possible call recording solution for all your recording needs today and down the road.

- Compliance tested and approved for **all IP PBX platforms**.

- Deploy in the **cloud** or on your premise – your choice.

- High **Scalability**– several clients exceeding tens of thousands of recorded subscribers, with centralized management.

- Low Total Cost of Ownership (TCO) - basic server requirements, inexpensive licensing.

- PCI, HIPPA **Compliance** & enhanced **Security** – OrecX is the only recorder that is OWASP Level 2 compliant.

- **Open** database schema, open file formats and open **REST API**.

- **Millions** of users in over 180 countries.

OrekaTR
TOTAL RECORDER
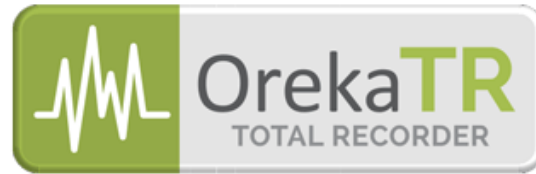
Call Recording Features

On-Demand and/or 100% Recording

Live Monitoring

Selective Recording

Look-Back Call Recording

Multi-criteria Search & Filter

Filtering (IP-DID Range)

Fine-Grained Privileged Access

Call Tagging

Per Group Retention Policies

Per Group Archiving

Call Exporting

Audit Trail

PCI/HIPPA Compliant

Enhanced Security (OWASP)

REST API

Multi-site & Remote Agent

Auto-provisioning

White Label for Branding

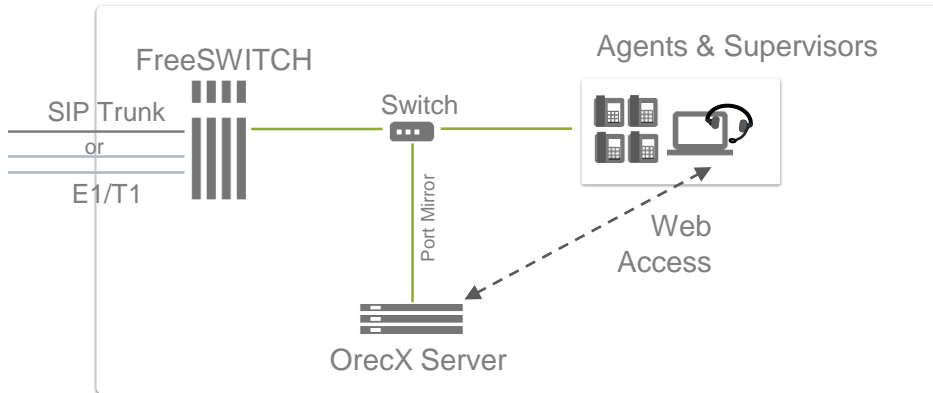Mobility/Mobile Support

Extended Codec Support
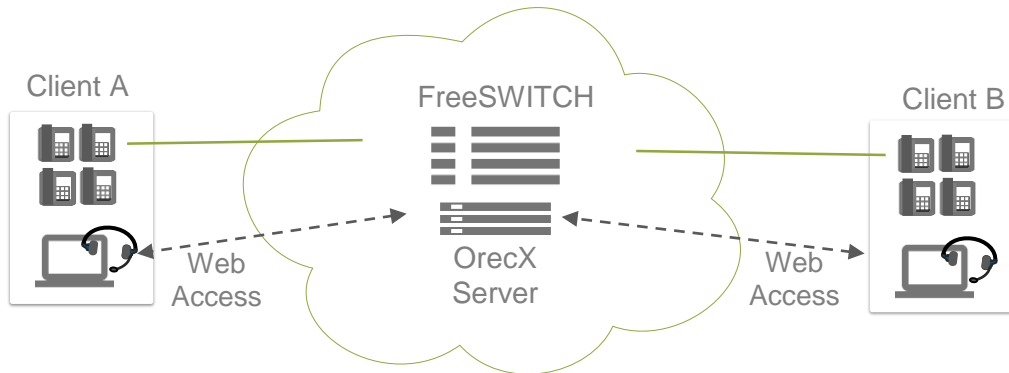
Quality Management*

Screen Recording*

Speech Analytics*

add-on module

3 easy ways to Record with FreeSWITCH
...your choice

Premise-based

FreeSWITCH

Agents & Supervisors

SIP Trunk
or
E1/T1

Switch

Port Mirror

Web
Access

OrecX Server

Hosted Recording

Client A

FreeSWITCH

Client B

Web
Access

OrecX
Server

Web
Access

Active Recording

FreeSWITCH

Client A

mod_oreka

Client B

Web
Access

OrecX
Server

Web
Access
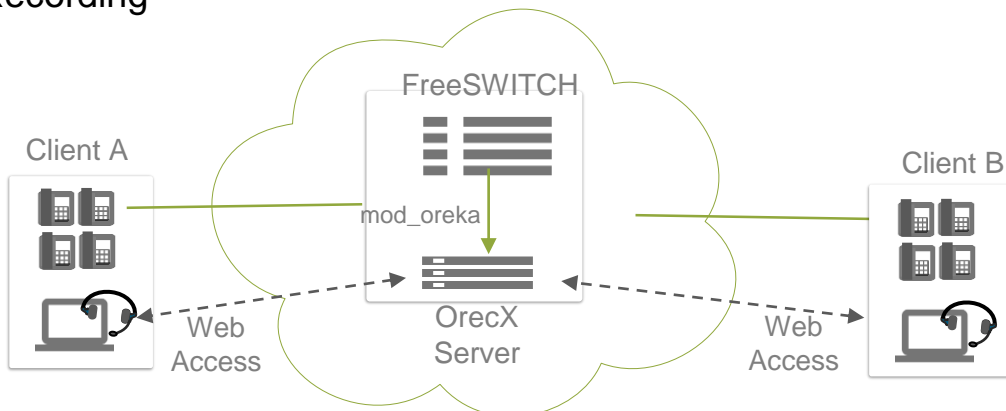
it's easy to try OrecX with FreeSWITCH

…. on-premise *or* hosted

- Install server(s) with operating system (Linux CentOS or Windows) & necessary disk capacity (can be virtualized).

- All traffic requiring recording is port mirrored to the recording server, including signaling and RTP media.

- Once this is in place, OrecX Support will install the software.

- – *you'll be up and recording in less than an hour.*

….it's that simple

Call Recording Server Specifications

OS : Linux (Centos 6 or 7), any Windows . 64-bit.

Hard Drive : High-speed HD (7200 RPM or faster).
Recommend two HDs for over 300 concurrent calls.

Storage : Count 1.6 KBytes/second of recorded audio (GSM format...our default storage format).
For example, 500GB of disk space stores approximately 100,000 hours of audio.

Virtualization : Yes.

** Recommendations based on concurrent call levels **

Concurrent Calls:	Up to 100	Up to 350	Up to 800	Up to 1,200	Up to 1,600	Up to 2,000
CPU Cores :	Dual-core	Quad-core	8-core	12-core	16-core	20-core
L2 Cache :	4MB	8MB	12MB	16MB	20MB	24MB
RAM :	4GB	8GB	8GB	16GB	16GB	16GB

Codecs : G.711, G.729A, G.723.1, G.722, iLBC, GSM6.10, Speex, Opus, AMR, AMR-WB

Protocols : SIP, SIPREC, H.323, DMCC, Cisco BIB or Skinny, MGCP, IAX2, Alcatel UA/NOE, Nortel UNISTIM, Siemens HFA

Technical Assumptions for trial and/or production:

• Customer installs server(s) with operating system (Linux CentOS or Windows) & necessary disk capacity

• for Port Mirror: All traffic requiring recording is port mirrored to the recording server, including signaling and RTP media: http://files.orecx.com/docs/oreka-port-mirror-span.pdf

• for SIPREC: OrecX recorder must be provisioned on the telephony platform and full TCP/IP connectivity between telephony and recording platforms must be secured

• Link to more detail on a trial: http://files.orecx.com/docs/oreka-pilot-requirements.pdf

OrekaTR
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Oreka Design Benefits Summary

Operating System, Database and HW agnostic: customer in full control of the system

Open web interface: support for all browsers, including mobile platforms, and internationalization

Open API/REST API: tool to customize application within the existing application framework or outside the application framework - the software can be controlled by third party applications

Open file formats: customizable formats to match desired Use Case(s); data portability within and without the framework of the customer data management system(s); leverage third party applications in WFO and Analytics for 'best in class' for customer requirement

Open data model: ancillary features and processes along with enhanced meta data for pre and post call processing

Enhanced security: feature set enables compliance with PCI, HIPPA, SOX, etc. - OrecX is the first & only recording solution to be OWASP Level 2 compliant

Modular components: removes complexity and costs associated with bundled applications

Scalability: standards adherence increases scalability and scalability options (clients deployed with over 50,000 recordable users)

Multiple protocol support: standards based (IETF and ITU) and proprietary protocol support enhances usability across heterogeneous operating environments and removes threat of obsolescence

Support: standards software increases available resources within and outside of the organization to support software

Rapid development: standards software increases resources available to customize software and reduces development cycles

Licensing model: flexible licensing model can be adapted to line up with the customers' go-to-market strategy