

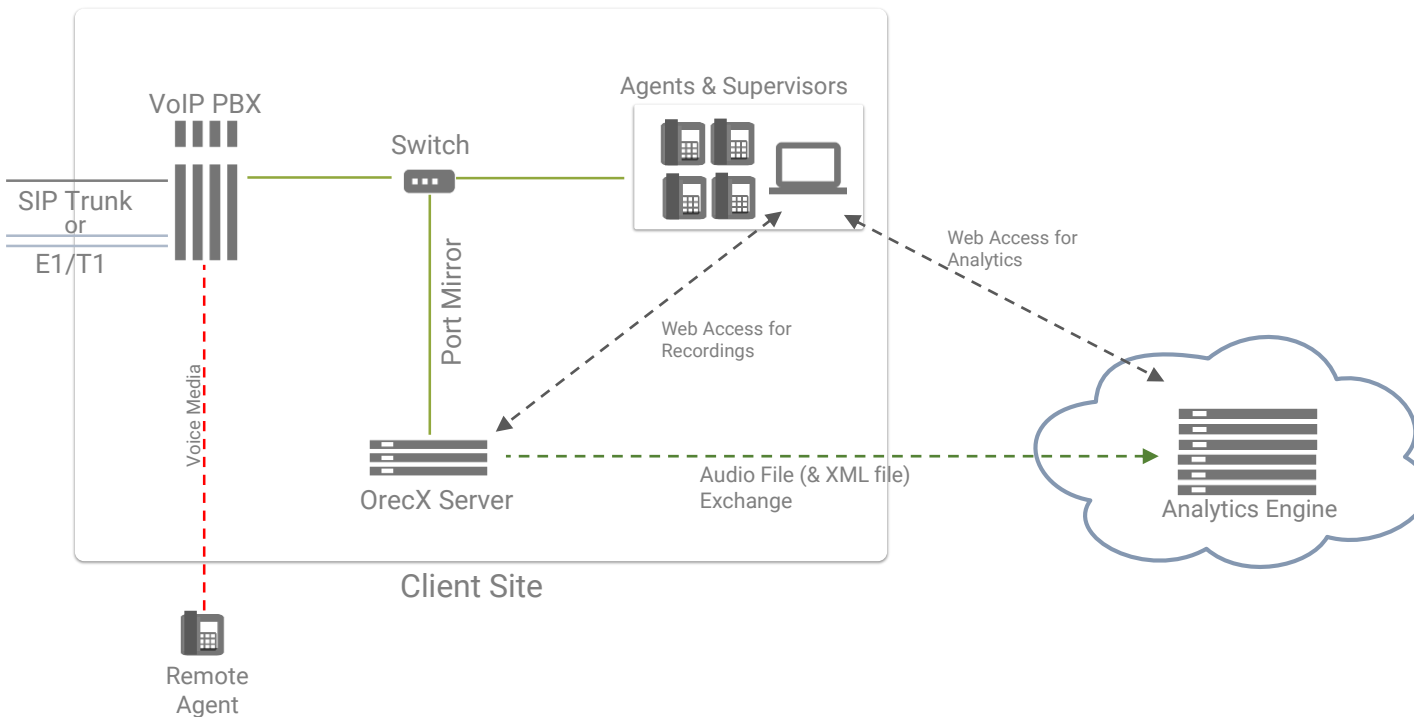
OrecX - Analytics Deployment Options for Call Centers (use cases)

Oreka TR can work with you to meet your Speech Analytics goals regardless of your telephony architecture – these architecture scenarios are depicted in the following pages:

- ✓ **Call Center with on-premise PBX & on-premise OrecX recording (port mirror)** – slide 2
- ✓ **Call Center with on-premise PBX & on-premise OrecX recording (Active recording)** – slide 3
- ✓ **Call Center with on-premise PBX & OrecX Cloud Recording (Active Recording)** – slide 4
- ✓ **Call Center with on-premise PBX & OrecX Recording as part of the Analytics Cloud** – slide 5
- ✓ **Call Center with a Hosted VoIP Telephony Service & on-premise OrecX recording** – slide 6
- ✓ **Call Center with a Hosted VoIP Telephony Service and OrecX Cloud Recording (SIPREC)** – slide 7
- **Server specs for on-premise deployments** – slide 8

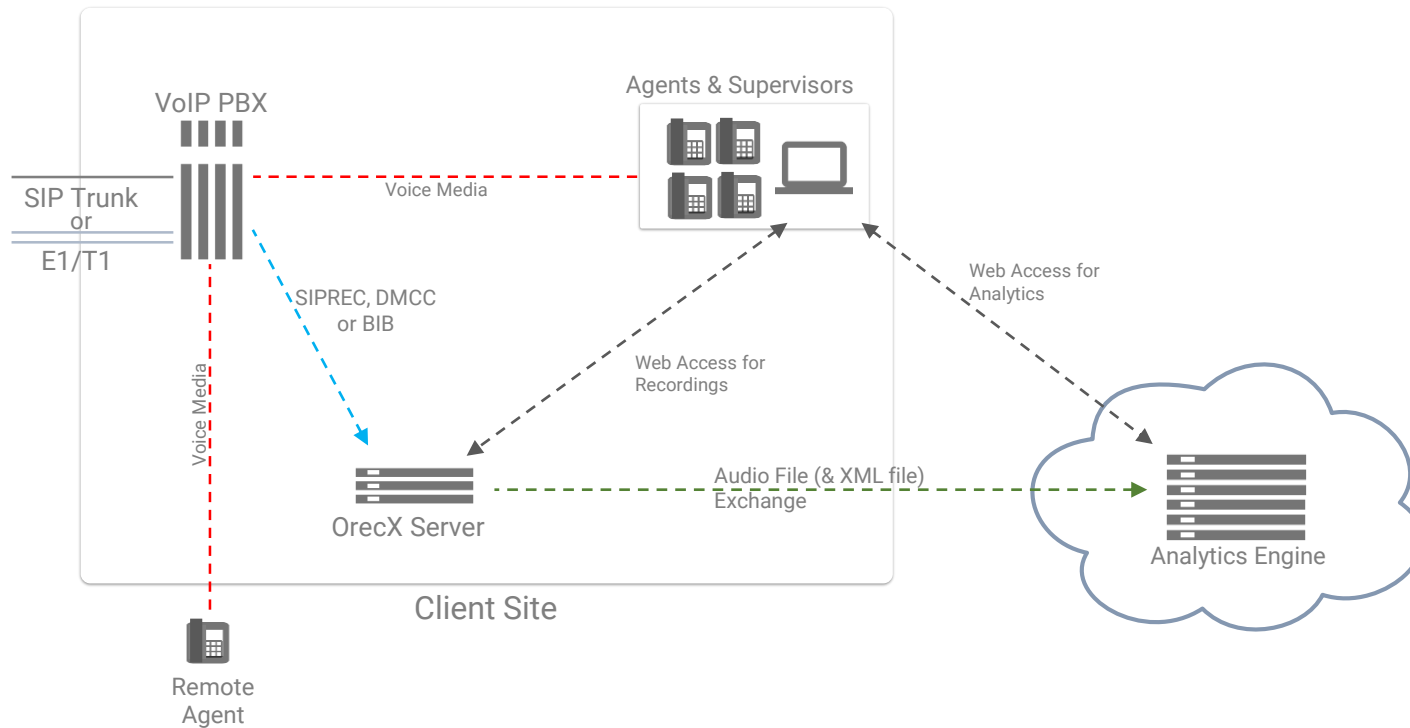
Call Center with...

- On-premise PBX
- On-premise OrecX recording (port mirror)



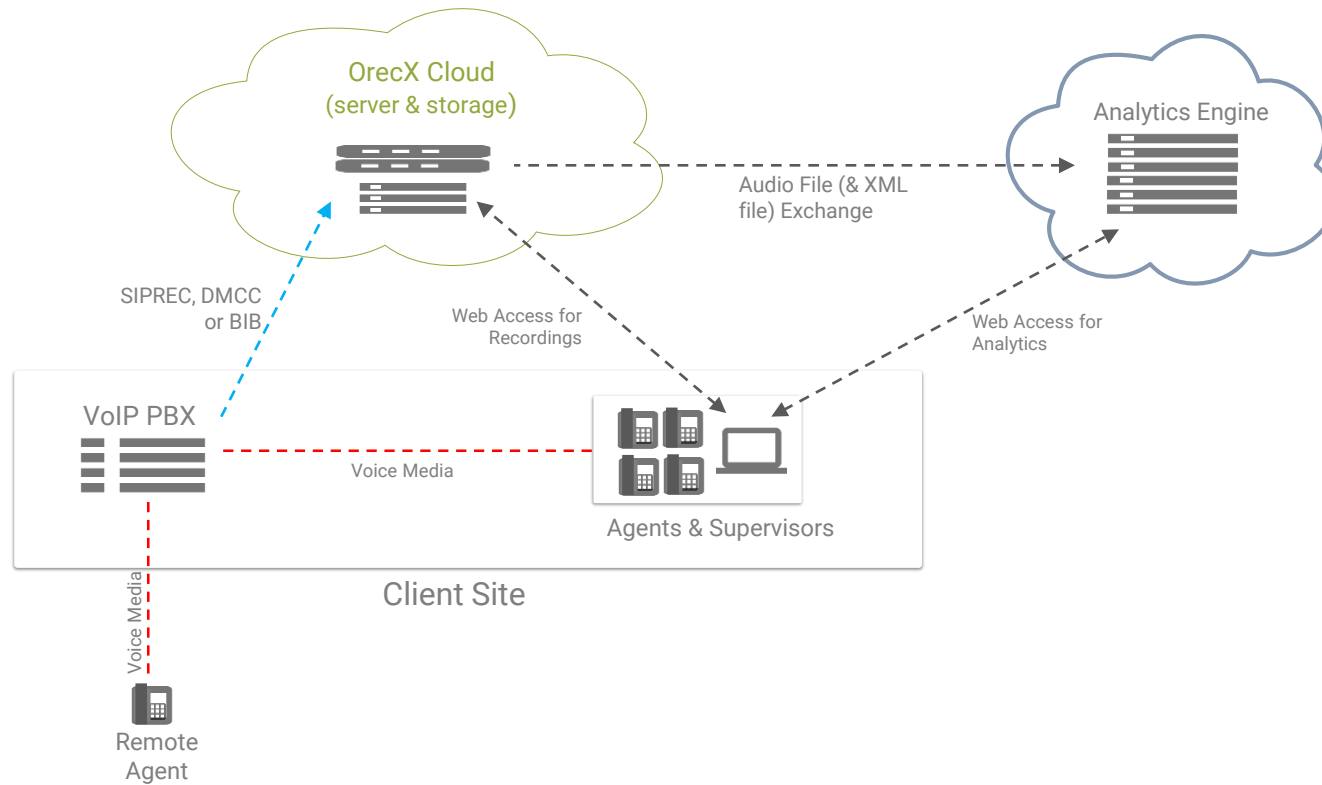
Call Center with...

- On-premise PBX
- On-premise OrecX recording (active recording)



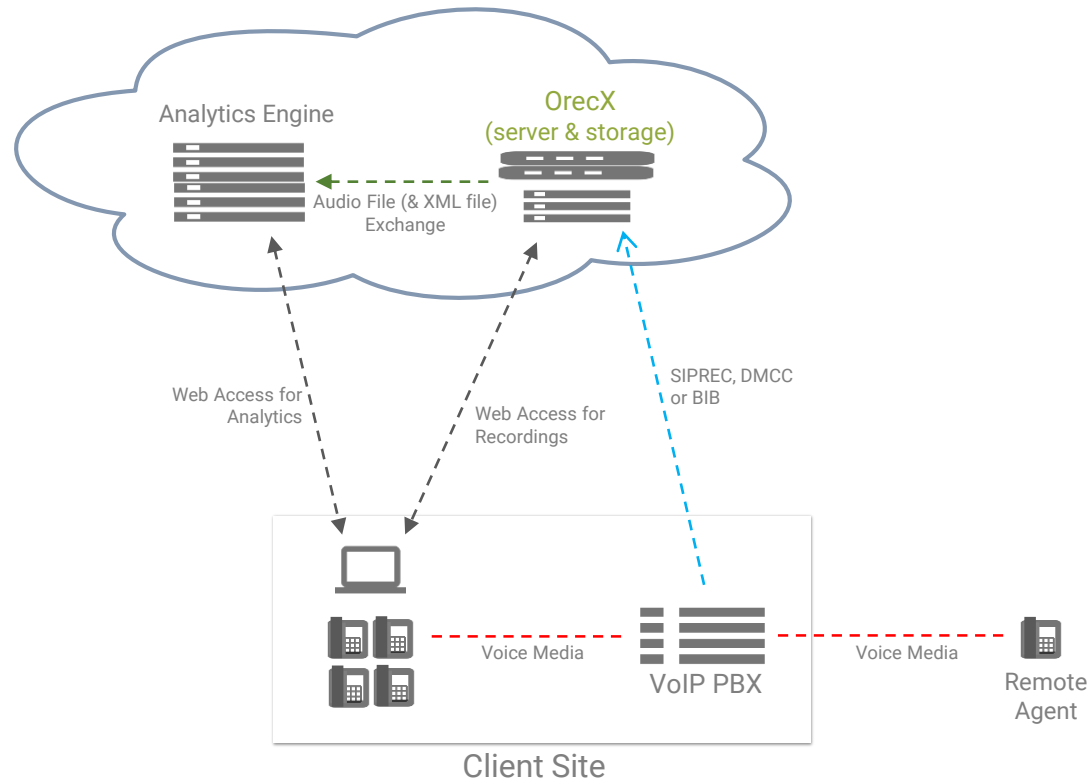
Call Center with...

- On-premise PBX
- OrecX Cloud Recording (Active Recording (SIPREC, DMCC or BIB))



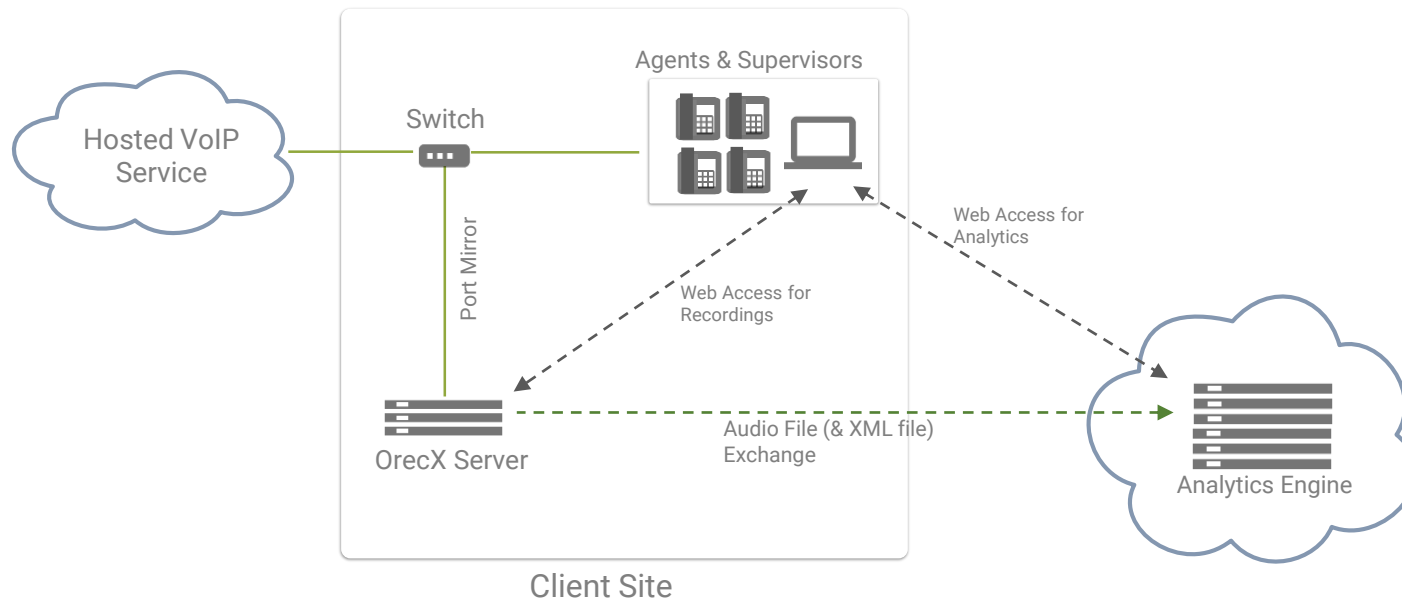
Call Center with....

- On-premise PBX
- OrecX Recording as part of the Analytics Cloud



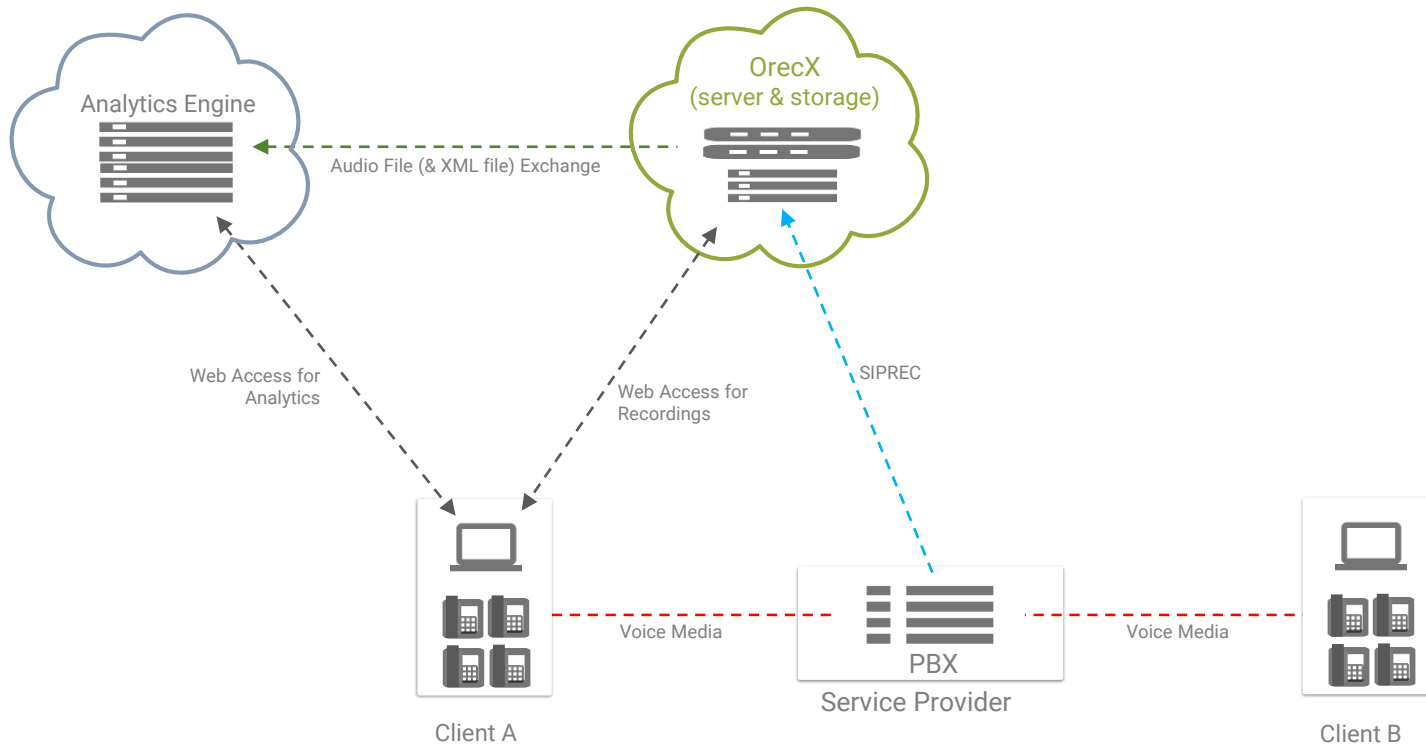
Call Center with...

- Hosted VoIP Telephony Service
- on-premise OrecX recording



Call Center with..

- Hosted VoIP Telephony Service
- OrecX Cloud Recording (SIPREC)



OrecX Server Specs

OS : Linux Centos 6/7 or Windows. 64-bit.

Hard Drives : 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:
For **standard audio**, 500GB of disk space stores approximately 100,000 hours.
For **stereo audio**, 500GB of disk space stores approximately 10,000 hours.

Virtualization: Yes. Virtual deployment options are available.

Recommendations based on concurrent call levels:

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

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

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