Overview

Drishti offers VoIP Call Recording of customer interactions in the entirety through the integration of Ameyo VoIP Logger with Cisco Network ACD. Enterprises already using CISCO VoIP Systems can now ascend to a more robust server based recording using Ameyo VoIP Logger.

Synergizing the call routing expertise of CISCO IP Contact Center with Ameyo’s robust Voice Recording System, the offering brings best of two trusted IP-telephony products to the table. Enterprises are empowered with a panoramic view of complete interaction cycle as well as agent performance with Ameyo VoIP Logger. The solution establishes an advanced compatibility between voice and data networks to provide a seamless, simplified and standardized voice recording capability.

Entire conversations over CISCO IP Contact Center (IPCC) are logged using Ameyo VoIP Logger System and presented via a centralized monitoring interface. The GUI-based screen provides for an effective, in-depth evaluation of agent performance and quality improvement. Deriving an unmatched scalability and flexibility from SOA and MDA based architecture of Ameyo Development Platform; the voice logging solution extends to a future-ready base while delivering best of compliance recording and quality management.

Benefits

- **Standardized Solution** – The assimilation of two award-winning and widely-trusted VoIP platforms is the underlying technology of CISCO IPCC – Ameyo VoIP Logger integration.
- **Cutting-edge Technology** – The application is developed on a patent-pending Ameyo Development Platform. Based on Service Oriented (SOA) and Model Driven Architecture (MDA) the solution provides more reliability and scalability as compared to legacy voice loggers.
- **Comprehensive Recording** – Ameyo is a turn-key recording solution and the entire customer interactions over telephony systems are logged, compressed, structured, presented and archived by a single solution – Ameyo VoIP Logger.
- **Centralized Monitoring** – The entire voice logs are visible to the supervisor via a GUI-based interface where he can search, download and perform multi-media operations to listen to and analyze the interactions.
- **Scalable** – The solution is capable of easy and smooth up-scaling as well as down-scaling in minimum time as per business requirements.
Features and Capabilities:

- Enterprise-wide 100% blind voice recording solution
- Passive voice logging over multiple channels
- MP3 format Compression capabilities periodically to save disk space
- Downloading and playing recorded voice logs using web-based interface
- Standard parameter-based search option
- Voice log archival clean-up and management
- Scalable software-based application
- Reporting

Architecture:

The VoIP Logger developed for integration with CISCO IPCC is a part of innovative award-winning Ameyo Communication Suite. Adding Ameyo VoIP Logger System to CISCO IPCC enables recording and real-time monitoring of end-to-end customer interactions and agent activities.

Architecture Diagram:
Architecture Description:

<table>
<thead>
<tr>
<th>Call Flow</th>
<th>Flow Leg</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ameyo Server CTI OS connection</td>
<td>1</td>
<td>Ameyo Server will be connected to the CTI OS via an API link, it will share the application link via L3 switch to monitor the CTI events</td>
</tr>
<tr>
<td>Port Mirroring</td>
<td>2</td>
<td>The Media link will be shared with L3 switch and Ameyo server via port mirroring. The voice packets will be captured in the mirrored port</td>
</tr>
</tbody>
</table>

Drishti has established the integration of Ameyo VoIP Logger with CISCO Network ACD using CISCO CTI OS API. The integration is achieved via skinny client control protocol, which is a lightweight protocol for session signaling with Cisco Call Manager. Ameyo VoIP Logger connects to SPAN ports in the network switches, mirroring the media data from CISCO switch to Ameyo server. The Ameyo server is connected to the CISCO Peripheral Gateway (OPG) of the ICM system to receive call events and in this way manages the calls database and controls what the Ameyo VoIP Logger records. The complete details of the analyzed calls are available through Ameyo Client (web-based) to all the CISCO Clients, Supervisors and Administrators.