

Selective Call Recording Solution

Oracle Customer Solutions for Industries- Communications

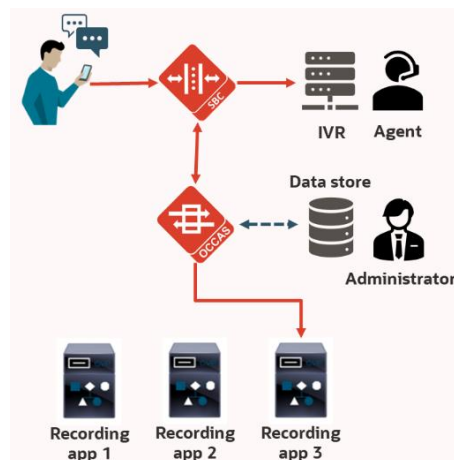
According to a 2023 report by Compliance Week, nearly 60% of organizations face challenges with call recording management, including storage limitations and the need to sift through irrelevant recordings. Oracle Communications Converged Application Server (OCCAS) addresses these issues with its Selective Call Recording feature. This advanced application allows businesses to record only the necessary communications, reducing storage demands and minimizing the need for manual file management. By selectively capturing only relevant sessions, OCCAS not only ensures compliance and security but also streamlines data management, enhancing overall operational efficiency. This targeted approach helps organizations maintain crucial records while avoiding the pitfalls of indiscriminate call recording.

Selective Call Recording Service Detail Powered by OCCAS

The SIPREC (Session Initiation Protocol Recording) protocol is used to interact between a Session Recording Client (SRC) (the role performed by the ISR) and a Session Recording Server (SRS) (a third-party call recorder or Oracle Communications Interactive Session Recorder's Record and Store Server (RSS)). Selective Call Recording controls the recording of media transmitted in a communications session (CS) between multiple user agents.

SIPREC provides a selective-based call recording solution that increases media and signaling performance on a recording server, more robust switchovers, and the ability to record selectively. SIPREC also isolates the RSS from the communication session.

The SRC starts a recording session for every call within a configured realm. All call filtering, if needed, must be accomplished by the recording server. The recording server performs the filtering and the selection of which sessions it should record. SIPREC supports sending transcoded and SRTP calls.



Key Features of OCCAS Selective Call Recording Solution

Oracle Communications Converged Application Server (OCAS) offers a Selective Call Recording Solution with several key features designed to enhance call management and recording capabilities. Here are the main features:

- **Selective Call Recording:** Enables recording of specific calls based on criteria such as call type, user, or other predefined rules, rather than recording all calls indiscriminately.
- **Real-Time Call Recording:** Provides the capability to record calls in real-time, ensuring that conversations are captured as they occur.
- **Configurable Recording Rules:** Allows for the creation and customization of recording rules to define which calls should be recorded based on various parameters like caller ID, call direction, or time of day.
- **Integration with Communication Systems:** Seamlessly integrates with existing communication infrastructure and platforms, ensuring compatibility with various telephony systems.
- **Storage Management:** Offers features for managing and storing recorded calls efficiently, including options for archiving and retrieving recordings.
- **Access Control and Security:** Includes robust access control and security features to protect recorded data, ensuring that only authorized personnel can access or manage recordings.

- **Search and Retrieval:** Provides tools for searching and retrieving recorded calls based on metadata or specific criteria, facilitating easy access to relevant recordings.
- **Compliance and Reporting:** Helps organizations comply with regulatory requirements by providing reporting features and audit trails for recorded calls.
- **Scalability:** Designed to scale with the needs of the organization, accommodating varying volumes of call traffic and recording requirements.
- **Quality Assurance:** Enhances quality assurance efforts by allowing the review of recorded calls for training, performance evaluation, and service improvement.

These features collectively ensure that the Selective Call Recording Solution meets the diverse needs of organizations while maintaining high standards of security and efficiency.

How Does Selective Call Recording Help Enterprises?

Many voice networks struggle with the inefficiency of recording every call, leading to redundant duplicates. Selective call recording addresses this issue by allowing network operators to record only specific calls based on pre-set criteria such as caller ID, time of day, keywords, or data from a call treatment database. This targeted approach not only conserves storage space but also ensures that important conversations are preserved for future reference and compliance. For businesses, selective call recording enhances efficiency by streamlining the retrieval of recorded calls, reduces licensing costs by minimizing unnecessary recordings, and cuts storage expenses by retaining fewer recordings locally.

Foster Network Performance with the OCCAS Selective Call Recording Solution

Created by a highly skilled team of Oracle Communications Converged Application Server experts, the Selective Call Recording Solution enables Telecom Service Providers and Enterprises to optimize storage by minimizing unnecessary recordings. With hundreds of service providers and thousands of enterprises trusting Oracle communications applications to secure their voice networks, Oracle has the experience to help telecom organizations ensure that when it comes to customer satisfaction, your network integrity remains uncompromised.

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