

Integrated EVOip Voice-over-IP Recording Solutions for 3Com



What ASC offers:

- Entirely integrated VoIP recording solutions for 3Com
- Customized communications recording systems for many industries and purposes
- Recording of up to 200 concurrent channels per server
- Software-based system without any proprietary hardware

EVOip for 3Com is...

- Certified by 3Com and compatible with IP telephony Enterprise VCX
- Approved by the 3Com On Premium Member Program
- Designed to capture both voice and call index data
- Agent-friendly and supports free seating by extension number



We record & analyze communications



ASC VoIP Recording for 3Com

Integrated VoIP Recording for 3Com

ASC's EVO*ip* for 3Com/ VCX IP telephony platforms are software-only solutions designed to capture, store, play back and archive telephone calls from Voice-over-IP networks. The product, designed to meet the most demanding call recording requirements, can run under either Windows or Linux without any proprietary hardware thus allowing easy and cost-effective deployment. EVO*ip* server software categorizes calls by date, start/end times, call duration, phone number, channel or IP address, and then stores them on a server. The solution also supports dynamic IP addresses and allows free seating of call center agents by extension number.

Meet Diverse Recording Needs

This flexible and easily scaled voice recording solution can be used by many types of organizations for a multitude of purposes. Financial institutions can record calls and retain them to comply with government regulations. Public safety organizations, such as police departments and 911 responders, can record incoming calls from the public to expedite investigations. Call centers can record transactions for future reference and playback by supervisors to monitor and enhance agent performance. Companies can store calls with EVO*ip* software to verify transactions, avoid legal liability, or investigate threatening communications.

Satisfy Business Requirements

The EVO*ip* solution is flexible enough to fit a customer's exact call recording

requirements. Organizations can define rules for selective recording or set up a record-on-demand function to let the user capture an entire call by simply pressing an IP phone button in the middle of the conversation. Bulk recording is provided by default.

Simplify Implementation

Because EVO*ip* is a software solution built on common VoIP protocols, it can be integrated into any vendor or hybrid IP/TDM network environment quickly and affordably, using an off-the-shelf server and without additional equipment. It operates in active mode as an integral part of the call flow within a 3Com VCX IP telephony platform, recording calls directly from the network.

Leverage the Benefits of SIP

EVO*ip* is SIP-compatible, so it can be used in all SIP environments to record call details, such as phone numbers or call index data, without computer telephony integration (CTI) or call detail recording (CDR).

EVO*ip*+ for 3Com

ASC's passive recording solution for 3Com evaluates the LAN traffic through a SPAN/monitoring port at a switch. EVO*ip*+ for 3Com is connected to the 3Com VCX telephony system and works without any CTI or CDR applications. To provide additional call details such as phone number, call direction or call duration, the SIP protocol is analyzed.

Highlights:

- Software-only solution
- Available for Windows and Linux
- Recording
 - Bulk, rules-based or on-demand
 - Threat call recording
 - DHCP support
 - Support of G.711 and G.729
 - Mono and stereo
 - Up to 200 calls simultaneously
 - Recording planner
- VoIP recording as hosted service
- Browser-based and client-server based search & replay applications with flexible search criteria
- Flexible
 - Flexible, concurrent licensing concept
 - Application Programming Interface
 - Interfaces for ASC's solution suite
- Archiving
 - DVD, Iomega REV, USB devices, NAS
 - Bulk or selective
 - Sequential, cascading & parallel
- Browser-based configuration and administration
- Modern software architecture
 - Local SQL database
- Security
 - Secure network and web connection
 - Fail-safe features and fault tolerant modes of operation

Free recording license for demo:

To receive a demo for EVO*ip* for Windows free of charge, please contact your dealer or register at www.asctelecom.com.

Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

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