



## **Alcatel-Lucent Application Partner Program Inter-Working Report**

**Partner: JUSAN**  
**Application type: Call Recording**  
**Application name: RECALL**  
**Alcatel-Lucent Platform: OmniPCX Office**



The product and release listed have been tested with the Alcatel-Lucent Communication Platform and the release specified hereinafter. The tests concern only the inter-working between the AAPP member's product and the Alcatel-Lucent Communication Platform. The inter-working report is valid until the AAPP member's product issues a new major release of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

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## Certification overview

Date of the certification	July 2012
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AAPP member representative	Fernando Perez CANO

Alcatel-Lucent Communication Platform	OmniPCX Office
Alcatel-Lucent Communication Platform Release	R820/30.02
AAPP member application version	3.02
Application Category	Voice recording

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### Revision History

Edition 1: Creation of the document – *July 2012*  
Edition 2 : Appendix B & C – *September 2012*  
Edition 3: Extension to OXO R9.0 – *December 2012*

## Test results

☒ Passed ☐ Refused ☐ Postponed  
☐ Passed with restrictions

Refer to the section 6 for a summary of the test results.

## IWR validity extension

The validity of this IWR has been extended to the following software releases/products:  
- OmniPCX Office Release 9.0 – *December 2012*

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# 1 Introduction

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This document is the result of the certification tests performed between the AAPP member's application and Alcatel-Lucent's platform.

It certifies proper inter-working with the AAPP member's application.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, Alcatel-Lucent cannot guarantee accuracy of printed material after the date of certification nor can it accept responsibility for errors or omissions. Updates to this document can be viewed by Business Partners on the Technical Support page of the Enterprise Business Portal (<https://businessportal.alcatel-lucent.com>) in the Application Partner Interworking Reports corner.

## 2 Validity of the InterWorking Report

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This InterWorking report specifies the products and releases which have been certified.

This inter-working report is valid unless specified until the AAPP member issues a new major release of such product (incorporating new features or functionalities), or until Alcatel-Lucent issues a new major release of such Alcatel-Lucent product (incorporating new features or functionalities), whichever first occurs.

A new release is identified as following:

- a “Major Release” is any x. enumerated release. Example Product 1.0 is a major product release.
- a “Minor Release” is any x.y enumerated release. Example Product 1.1 is a minor product release

The validity of the InterWorking report can be extended to upper major releases, if for example the interface didn't evolve, or to other products of the same family range. Please refer to the “IWR validity extension” chapter at the beginning of the report.

**Note:** *The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.*

## 3 Limits of the Technical support

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Technical support will be provided only in case of a valid InterWorking Report (see chapter 2 “Validity of the InterWorking Report”) and in the scope of the features which have been certified. That scope is defined by the InterWorking report via the tests cases which have been performed, the conditions and the perimeter of the testing as well as the observed limitations. All this being documented in the IWR. The certification does not verify the functional achievement of the AAPP member’s application as well as it does not cover load capacity checks, race conditions and generally speaking any real customer’s site conditions.

Any possible issue will require first to be addressed and analyzed by the AAPP member before being escalated to Alcatel-Lucent.

For any request outside the scope of this IWR, Alcatel-Lucent offers the “On Demand Diagnostic” service where assistance will be provided against payment.

For more details, please refer to Appendix F “AAPP Escalation Process”.

### 3.1 Case of additional Third party applications

In case at a customer site an additional third party application NOT provided by Alcatel-Lucent is included in the solution between the certified Alcatel-Lucent and AAPP member products such as a Session Border Controller or a firewall for example, Alcatel-Lucent will consider that situation as to that where no IWR exists. Alcatel-Lucent will handle this situation accordingly (for more details, please refer to Appendix F “AAPP Escalation Process”).

## 4 Application information

**Application commercial name:** Recall

**Application version:** 3.02

**Interface type:** Proprietary extensions (8-Series IP Touch phones), CSTA,

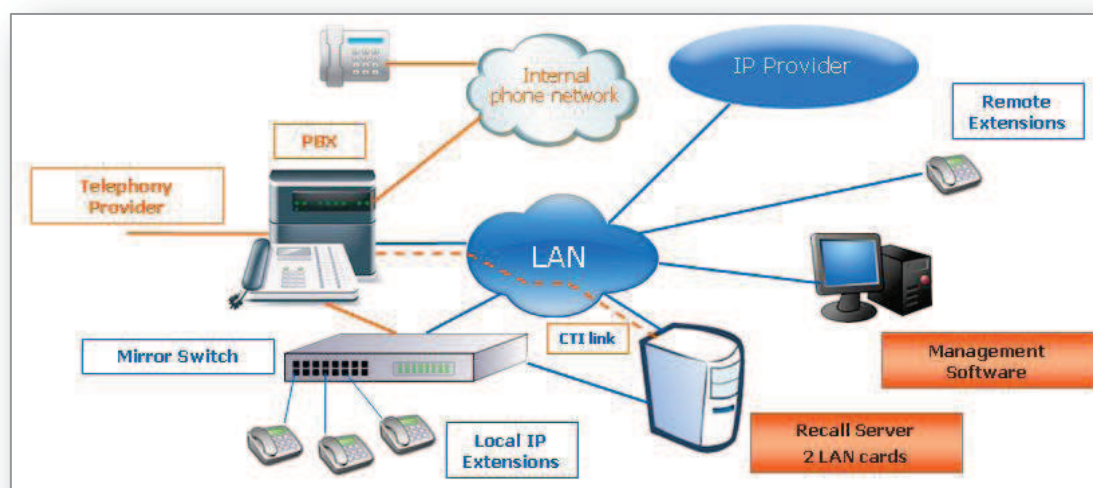
**Brief application description:**

**RECALL IPX** is a powerful state of the art solution for the recording and storage of telephone calls made via IP extensions of **Alcatel-Lucent OmniPCX Office** telephone systems, including real-time call monitoring and listening.

On-demand, Permanent and Selective recording according to a series of programmable filters are available, and intuitive web based management software is incorporated to facilitate the handling of the audio files from any location.

An integrated system of alarms enables the avoidance of problems created by power cuts, faulty phone lines, hard disk saturation, etc.

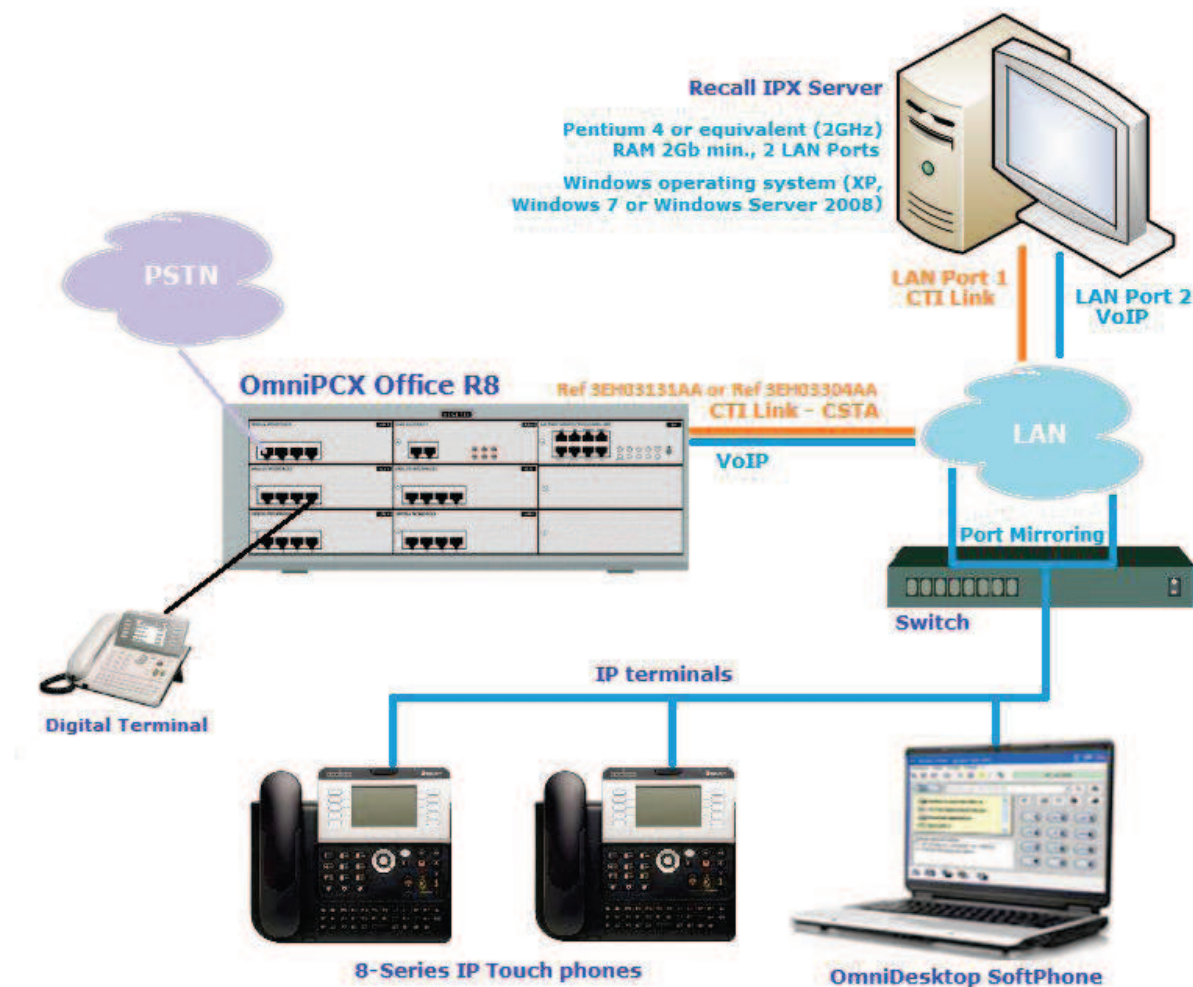
**RECALL IPX** is a feature rich, high performance device which provides the customer with a reliable, scalable and markedly usable call recording solution.





## 5 Test environment

Figure 1 Test environment



### 5.1 Hardware configuration

List main hardware equipments used for testing

- **OmniPCX Office:**
  - PowerCPU
  - MIX 4/8/4 (ISDN T0, digital & analog interfaces)
  - IP Telephone sets (8-Series IP Touch phones)
- **Switch with Port Mirroring**
- **CSTA Link**

### 5.2 Software configuration

List main softwares used for testing

- **Alcatel-Lucent Communication Platform:** OmniPCX Office R8.2 /32.02
- **Partner Application :** Recall 3.02

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## 6 Summary of test results

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### 6.1 Summary of main functions supported

outgoing call	OK
internal call with set diverted to external destination	OK
incoming call	OK
incoming call with supervised transfer	OK
incoming call with not supervised transfer	OK
incoming call to phone in immediate diversion	OK
Home Worker – incoming call	OK
Home Worker – outgoing call	OK

### 6.2 Summary of problems

None

### 6.3 Summary of limitations

None

### 6.4 Notes, remarks

Technology used to record the IP communication is based on sniffing.

This kind of technology is topology dependant.

Be in touch with JUSAN in order to validate your topology and the position of the sniffer.

## 7 Test Result Template

The results are presented as indicated in the example below:

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>Test case 1</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Test case 2</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The application waits for PBX timer or phone set hangs up
3	<b>Test case 3</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Relevant only if the CTI interface is a direct CSTA link
4	<b>Test case 4</b> <ul style="list-style-type: none"> <li>Action</li> <li>Expected result</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No indication, no error message
...	...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Test Case Id:** a feature testing may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test.

**Test Case:** describes the test case with the detail of the main steps to be executed the and the expected result

**N/A:** when checked, means the test case is not applicable in the scope of the application

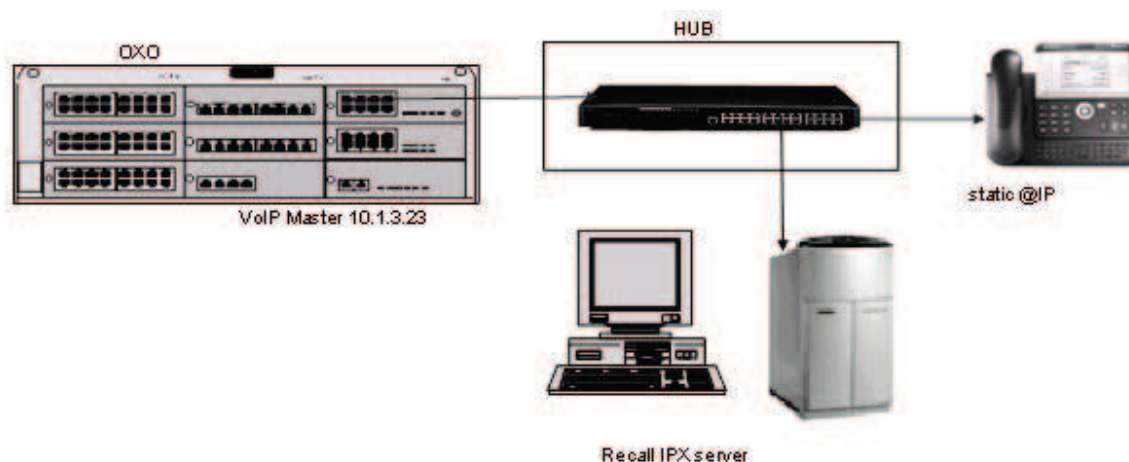
**OK:** when checked, means the test case performs as expected

**NOK:** when checked, means the test case has failed. In that case, describe in the field "Comment" the reason for the failure and the reference number of the issue either on Alcatel-Lucent side or on AAPP member side

**Comment:** to be filled in with any relevant comment. Mandatory in case a test has failed especially the reference number of the issue.

## 8 Test Results

### 8.1 Outgoing calls



#### 8.1.1 Test Objectives

Check that outgoing calls made from an IP phone are properly recorded (audio), that the signaling is correct (obtained via CSTA)

4068

4028

4018

4008

My IC Phone

#### 8.1.2 Test Results – outgoing call

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Outgoing call</b> <ul style="list-style-type: none"> <li>Make a PSTN outgoing call</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Several Outgoing calls</b> <ul style="list-style-type: none"> <li>Make 2 or more PSTN outgoing calls</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:

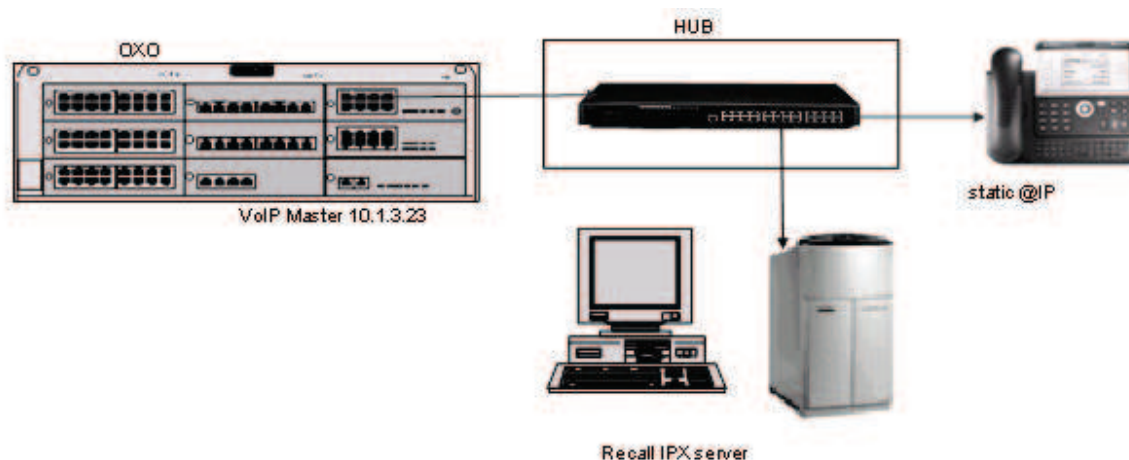
Internal number (140) is calling external number (0390677700)

### 8.1.3 Test Results – internal call with set diverted to external destination

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<ul style="list-style-type: none"> <li>139 is calling 141( immediatly diverted to external 0390677700)</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:  
Internal 139 / extension 139 is calling External (0390677700)

## 8.2 Incoming calls



### 8.2.1 Test Results – incoming call

Check that incoming calls made from any phone to an IP phone are properly recorded (audio), that the signaling is correct (obtained via CSTA)

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Incoming call</b> <ul style="list-style-type: none"> <li>Make a PSTN incoming call to internal 140</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	<b>Several Incoming calls</b> <ul style="list-style-type: none"> <li>Make 2 or more PSTN incoming calls</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:  
External (0390677700) is calling DDI (3826) / extension 140

## 8.2.2 Test Results – incoming call with supervised transfer

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Incoming call</b> <ul style="list-style-type: none"> <li>• Make a PSTN incoming call</li> <li>• External is calling 141</li> <li>• 141 is answering</li> <li>• 141 generates a supervised transfer to 139</li> <li>• Check Monitoring with RecallView Software</li> <li>• Release the call</li> <li>• Check audio</li> <li>• Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:

Two tickets are generated

External (0390677700) is calling DDI (3826) / extension 141

External (0390677700) is calling internal 139 / extension 139

## 8.2.3 Test Results – incoming call with not supervised transfer

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Incoming call</b> <ul style="list-style-type: none"> <li>• Make a PSTN incoming call</li> <li>• Generate a not supervised transfer from 139 to 142</li> <li>• Check Monitoring with RecallView Software</li> <li>• Release the call</li> <li>• Check audio</li> <li>• Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:

Two tickets are generated

External (0390677700) is calling DDI (3826) / extension 139

External (0390677700) is calling internal 142 / extension 142

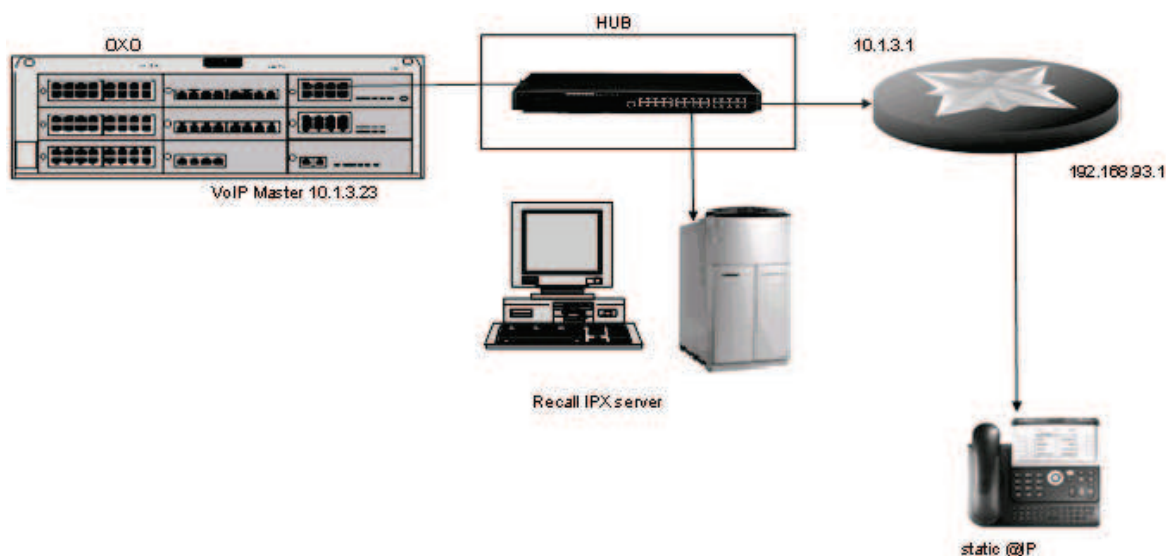
## 8.2.4 Test Results – incoming call to phone in immediate diversion

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Incoming call</b> <ul style="list-style-type: none"> <li>• Make a PSTN incoming call</li> <li>• Call arrives on 141 (immediat diverted to 139)</li> <li>• Check Monitoring with RecallView Software</li> <li>• Release the call</li> <li>• Check audio</li> <li>• Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:  
External (0390677700) is calling DDI (3826) /extension 139



## 8.3 Home Worker



### 8.3.1 Test Result – incoming call

Check that incoming calls made from any phone to an IP phone are properly recorded (audio), that the signaling is correct (obtained via CSTA)

Test Results – incoming call

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Incoming call</b> <ul style="list-style-type: none"> <li>Make a PSTN incoming call to Home Worker 180</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:  
External (0390677700) is calling DDI (3826) / extension 180

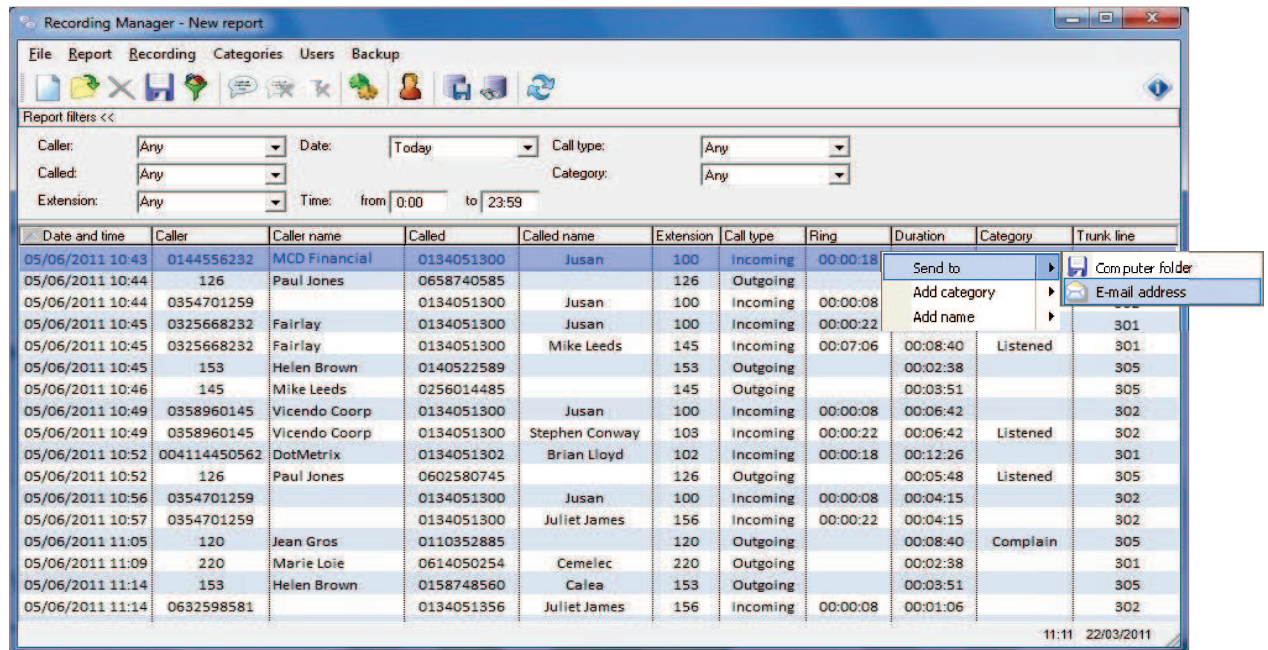
### 8.3.2 Test Results – outgoing call

Test Case Id	Test Case	N/A	OK	NOK	Comment
1	<b>One Outgoing call</b> <ul style="list-style-type: none"> <li>Make a PSTN outgoing call</li> <li>Check Monitoring with RecallView Software</li> <li>Release the call</li> <li>Check audio</li> <li>Check Signalling</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Information coming from application:  
Internal number (180) is calling external number (0390677700)

## 9 Appendix A : AAPP member's Application description

All Recall models use the same management software (**Recording Manager**) to search for, retrieve, listen to and generally manage (e-mail, delete, add a category to, ...) the stored recordings.



Recording Manager - New report

File Report Recording Categories Users Backup

Report filters <<

Caller: Any Date: Today Call type: Any

Called: Any Category: Any

Extension: Any Time: from 0:00 to 23:59

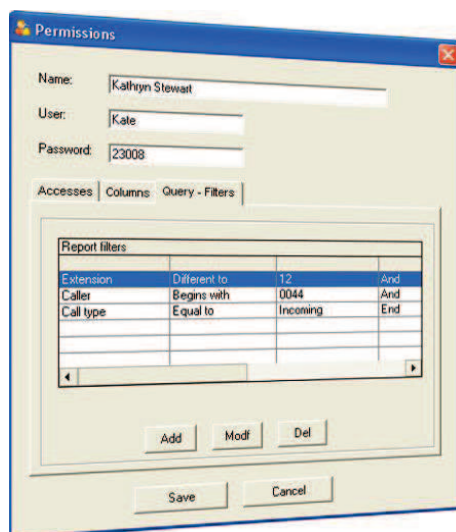
Date and time	Caller	Caller name	Called	Called name	Extension	Call type	Ring	Duration	Category	Trunk line
05/06/2011 10:43	0144556232	MCD Financial	0134051300	Jusan	100	Incoming	00:00:18			
05/06/2011 10:44	126	Paul Jones	0658740585	Jusan	126	Outgoing				
05/06/2011 10:44	0354701259		0134051300	Jusan	100	Incoming	00:00:08			
05/06/2011 10:45	0325668232	Fairlay	0134051300	Jusan	100	Incoming	00:00:22			
05/06/2011 10:45	0325668232	Fairlay	0134051300	Mike Leeds	145	Incoming	00:07:06	00:08:40	Listened	301
05/06/2011 10:45	153	Helen Brown	0140522589		153	Outgoing		00:02:38		305
05/06/2011 10:46	145	Mike Leeds	0256014485		145	Outgoing		00:03:51		305
05/06/2011 10:49	0358960145	Vicendo Corp	0134051300	Jusan	100	Incoming	00:00:08	00:06:42		302
05/06/2011 10:49	0358960145	Vicendo Corp	0134051300	Stephen Conway	103	Incoming	00:00:22	00:06:42	Listened	302
05/06/2011 10:52	004114450562	DotMetrix	0134051302	Brian Lloyd	102	Incoming	00:00:18	00:12:26		301
05/06/2011 10:52	126	Paul Jones	0602580745		126	Outgoing		00:05:48	Listened	305
05/06/2011 10:56	0354701259		0134051300	Jusan	100	Incoming	00:00:08	00:04:15		302
05/06/2011 10:57	0354701259		0134051300	Juliet James	156	Incoming	00:00:22	00:04:15		302
05/06/2011 11:05	120	Jean Gros	0110352885		120	Outgoing		00:08:40	Complain	305
05/06/2011 11:09	220	Marie Loie	0614050254	Cemelec	220	Outgoing		00:02:38		301
05/06/2011 11:14	153	Helen Brown	0158748560	Calea	153	Outgoing		00:03:51		305
05/06/2011 11:14	0632598581		0134051356	Juliet James	156	Incoming	00:00:08	00:01:06		302

11:11 22/03/2011

Context menu options: Send to, Add category, Add name, Computer folder, E-mail address

Recording Manager is a web based multi-user software application, included with all Recall models, with restricted access levels for authorized users, and which may also operate as a local configuration client-server application from any network PC.

Recording Manager enables the creation of various access levels based on the different search criteria and permissions in order to use/modify/delete the audio data.



Permissions

Name: Kathryn Stewart

User: Kate

Password: 23008

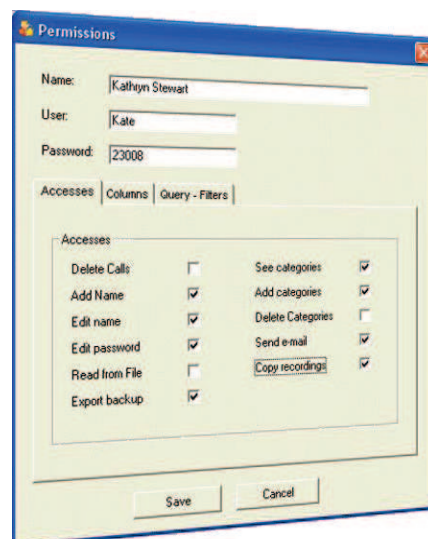
Accesses Columns Query - Filters

Report filters

Extension	Different to	12	And
Caller	Begins with	0044	And
Call type	Equal to	Incoming	End

Add Mod Del

Save Cancel



Permissions

Name: Kathryn Stewart

User: Kate

Password: 23008

Accesses Columns Query - Filters

Accesses

Delete Calls	<input type="checkbox"/>	See categories	<input checked="" type="checkbox"/>
Add Name	<input checked="" type="checkbox"/>	Add categories	<input checked="" type="checkbox"/>
Edit name	<input checked="" type="checkbox"/>	Delete Categories	<input type="checkbox"/>
Edit password	<input checked="" type="checkbox"/>	Send e-mail	<input checked="" type="checkbox"/>
Read from File	<input type="checkbox"/>	Copy recordings	<input checked="" type="checkbox"/>
Export backup	<input checked="" type="checkbox"/>		

Save Cancel

## Search Criteria

For the creation of reports Recording Manager incorporates a series of filters which enable the audio file search to be defined according to the following criteria.

- **Date and time**
- **Assigned category**
- **PBX extension**
- **Dialed number**  
(from the prefix to the full number)
- **Origin of the call (calling party)**  
(from the prefix to the full number)
- **Call type (inbound, outbound)**
- **Call duration**
- **Group or campaign**  
(When integrated with Fidelity Call Center)

## Classification of recordings

The audio files may also be classified according to any previously defined category.

This category may be a name related to the file contents (complaint, sale, the associated campaign, etc) or simply a comment such as 'listened to' or 'do not delete', and may be used as a filter when conducting searches

Additionally the name of the called or calling party may be added and stored with any recording.

## 9.1 Storage and Security

The Recall range offers unlimited storage of recordings & associated data, in an SQL database with controlled access

- Various audio formats and compression codecs are supported: wav en PCM mono, PCM stereo, True Speech.
- Encrypted .wav format using the Advanced Encryption Standard (AES) guarantees security and confidentiality.
- SQL database included with all Recall models.
- Built-in facility for the creation and recuperation of database back-up files on external hard disk or DVD (*in local configuration only*)
- Optional integration with third party CRM and ERP solutions.

Storage capacities depend both on the codec used and on the hard disk capacity:

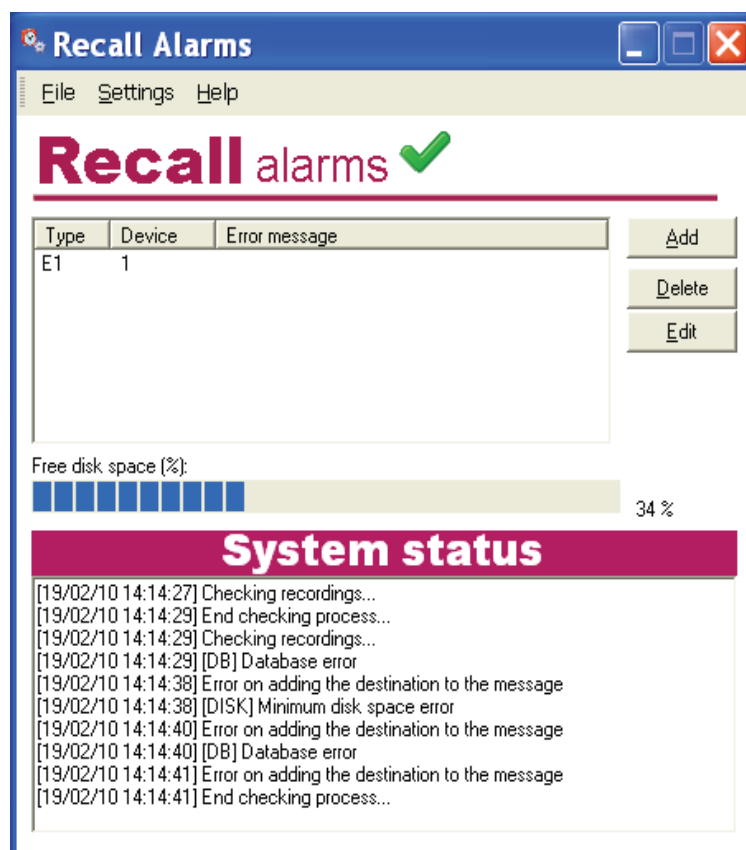
Codec	Bitrate (kbits/sec.)	Hours /Gigabyte
<b>PCM (Stereo)</b>	128	18
<b>PCM (Mono)</b>	64	36
<b>TrueSpeech (Mono)</b>	9	250

## 9.2 Alarms

All models in the Recall range are equipped with an alarms application which looks after the smooth running of the recording system.

This application is installed in a different network PC and essentially watches over the following:

- **System inactivity** (during the programmed period).
- **Hard disk capacity.** This alert indicates that memory is almost full.
- **Database.** This alert indicates that the SQL service is down.



**Recall Alarms** is able to detect any error affecting the call recording system and to notify this error in real time using the following methods:

- **On-screen events window**
- **Immediate e-mail notification**
- **Text message notification** (optional)

### 9.3 Extension Identification

Together with the recorded conversation Recall stores a variety of associated including: calling party number, dialed number, type of call, date, time, duration, etc.

Additionally, Recall is able to **identify the extension** associated with each specific call. This process is automatic in models such as Recall Digital and Recall IPX, but for the rest of the range requires either CTI integration or decoding of the PBX SMDR output.

To obtain extension ID from trunk line recording, one of the following is used:

- CTI protocol (TAPI, CSTA etc)
- SMDR via V24 or TCP/IP

### 9.4 On-Demand Call Recording

Apart from the 'Blanket' and 'Selective' recording modes, the Recall range incorporates an on-demand recording mode which may be undertaken in various ways:

- **User software interface.** Start recording and stop recording buttons on the user's screen.
- **Supervisor's / Manager's software interface.** Start recording and stop recording buttons for each extension monitored on the screen.
- **DTMF codes** which enable a yes/no filter in the case of blanket recording in trunk lines. The user enters a code which depending on the unit's configuration will either preserve or delete that specific recording.

## 10 Appendix B: configuration requirements of the AAPP member's application

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Please refer to "Recall IP - Installation & Setup Guide"

<ftp://88.12.19.213/DOCUMENTATION/RECALLIP/Recall IP - Installation & Setup Guide.pdf>

## 11 Appendix C: Alcatel-Lucent Communication Platform: configuration requirements

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*No specific requirements since the solution is based on IP sniffing*

## 12 Appendix D: AAPP member's escalation process

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### Contact

Jusan support for Recall IP can be contacted on one the following ways:

- ✓ by email: [support@jusan.es](mailto:support@jusan.es)
- ✓ by telephone: +34 91 456 0120
- ✓ by fax: +34 91 553 1411

Working hours for Jusan support are from Monday to Thursday 09'00h to 17'30h, Fridays and August period until 14'30h. No support is given by Jusan on weekends and Spanish Bank Holidays.

### Problem Reporting

The following information must be provided to Jusan

- Recall IP version
- Brief description of the VoIP topology and tapping architecture.
- Clear and complete problem description, including screen dumps
- Windows versions of the Server / Client software PC (if applicable)
- PBX Type, Release and CTI drivers installed
- Country / Dealer / End User where the problem occurs (for future reference only)

### Remote Support

In order to visualize problems, it might be required that Jusan needs to have remote access to the PC where the problem occurs. Jusan uses DeskShare for its remote access.

DeskShare can easily be run from internet by means of the following link,

<http://download.deskshare.net/en/DeskShareEN.exe>

Jusan will provide a code for each session.

If the end user or the dealer refuses to give remote access by means of DeskShare or any other remote support software Jusan cannot guarantee response times.

*Jusan declares that remote access to client PCs is exclusively used for the purpose of trouble solving.*



## 13 Appendix E: AAPP program

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### 13.1 Alcatel-Lucent Application Partner Program (AAPP)

The Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's product family. The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's product family. Alcatel-Lucent facilitates market access for compliant applications.

The Alcatel-Lucent Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products:** Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.
- **Test and verify a comprehensive range of third-party applications:** to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alcatel-Lucent Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, etc.

#### Web site

The Application Partner Portal is a website dedicated to the AAPP members and potential candidates. It can be accessed at this URL: <http://applicationpartner.alcatel-lucent.com>

### 13.2 Alcatel-Lucent.com

You can access the Alcatel-Lucent website at this URL: <http://www.Alcatel-Lucent.com/>

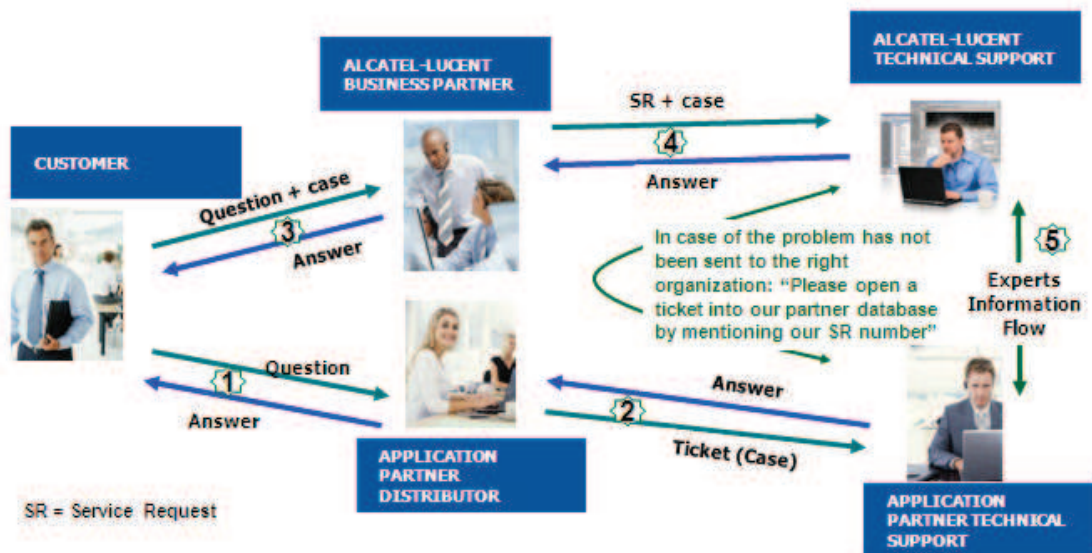
## 14 Appendix F: AAPP Escalation process

### 14.1 Introduction

The purpose of this appendix is to define the escalation process to be applied by the Alcatel-Lucent Business Partners when facing a problem with the solution certified in this document.

The principle is that Alcatel-Lucent Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, Alcatel-Lucent and the Application Partner, are engaged as following:



(\*) The Application Partner Business Partner can be a Third-Party company or the Alcatel-Lucent Business Partner itself

## 14.2 Escalation in case of a valid Inter-Working Report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent and the Application Partner, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent side.

In that case, the problem must be escalated by the ALU Business Partner to the Alcatel-Lucent Support Center using the standard process: open a ticket (eService Request –eSR)

Case 2: the responsibility can be established 100% on Application Partner side.

In that case, the problem must be escalated directly to the Application Partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the Application Partner is described in the IWR.

Case 3: the responsibility can not be established.

In that case the following process applies:

- The Application Partner shall be contacted first by the Business Partner (responsible for the application, see figure in previous page) for an analysis of the problem.
- The Alcatel-Lucent Business Partner will escalate the problem to the Alcatel-Lucent Support Center only if the Application Partner has demonstrated with traces a problem on the Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case, the Alcatel-Lucent Business Partner must provide the reference of the Case Number on the Application Partner side. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on the Application Partner side are insufficient or do not exist.

**Note:** Known problems or remarks mentioned in the IWR will not be taken into account.

For any issue reported by a Business Partner outside the scope of the IWR, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

**IMPORTANT NOTE 1:** The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application is not the guarantee of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the AAPP (URL:

<https://private.applicationpartner.alcatel-lucent.com>) or Enterprise Business Portal (Url: [Enterprise Business Portal](#)) web sites.

**IMPORTANT NOTE 2:** Involvement of the Alcatel-Lucent Business Partner is mandatory, the access to the Alcatel-Lucent platform (remote access, login/password) being the Business Partner responsibility.

### 14.3 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see Chap 2 "Validity of an Interworking Report")
2. The 3<sup>rd</sup> party company is referenced as AAPP participant but there is no official InterWorking Report (no IWR published on the Enterprise Business Portal for Business Partners or on the Alcatel-Lucent Application Partner web site) ,
3. The 3<sup>rd</sup> party company is NOT referenced as AAPP participant

In all these cases, Alcatel-Lucent offers the "On Demand Diagnostic" service where Alcatel-Lucent will provide 8 hours assistance against payment.

## 14.4 Technical support access

The Alcatel-Lucent **Support Center** is open 24 hours a day; 7 days a week:

- e-Support from the Application Partner Web site (if registered Alcatel-Lucent Application Partner): <http://applicationpartner.alcatel-lucent.com>
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): <https://businessportal.alcatel-lucent.com> click under "Let us help you" the eService Request link
- e-mail: [Ebg\\_Global\\_Supportcenter@alcatel-lucent.com](mailto:Ebg_Global_Supportcenter@alcatel-lucent.com)
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

Alcatel-Lucent Business Partners Support Center for countries:

Country	Supported language	Toll free number
France	French	+800-00200100
Belgium		
Luxembourg		
Germany	German	
Austria		
Switzerland		
United Kingdom	English	
Italy		
Australia		
Denmark		
Ireland		
Netherlands		
South Africa		
Norway		
Poland		
Sweden		
Czech Republic		
Estonia		
Finland		
Greece		
Slovakia		
Portugal		
Spain	Spanish	

For other countries:

English answer: + 1 650 385 2193  
French answer: + 1 650 385 2196  
German answer: + 1 650 385 2197  
Spanish answer: + 1 650 385 2198

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