

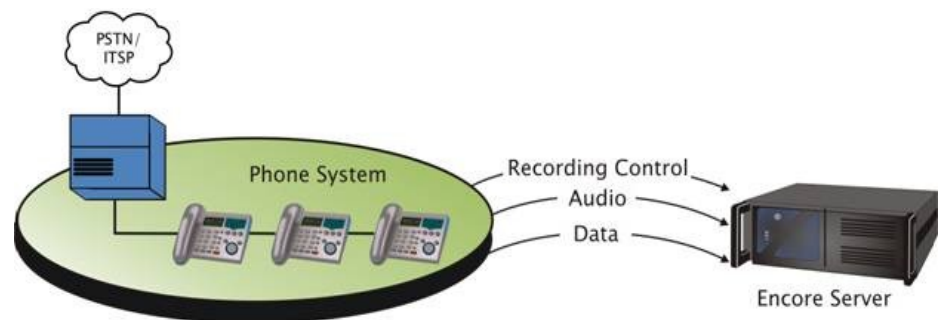
# Encore™ Integration Options

## Highlights

- Integrations with most major switch manufacturers
- Types of integrations and connections available include:
  - Trunked Radio
  - PBX/Dialer
  - CDR/SMDR
  - ANI/ALI Only
  - Third-Party

dvsAnalytics has 20+ years of experience integrating Encore with a variety of switch environments. Because each switch operates differently and customer needs vary widely, the manner in which these tasks are accomplished is unique to each switch.

Still, each of these inputs must be considered for every integration:



### Audio

The actual conversation between the agent and the customer is captured through either a passive or active interface. A passive interface does not require programming on the switch and taps into the phone system through an analog handset tap, digital station tap, trunk side tap, or by sniffing VoIP packets.

An active interface requires some programming on the switch and requires a Dialogic board to capture audio.

### Recording Control

The recording control commands trigger Encore to start a recording and then stop it. Recording can be controlled using voice activation, hook-state, Encore Command Application Programming Interface (ECAPI), or the computer telephony interface provided by the switch.

### Data

Encore usually captures data about the agent, the call, and other integration details from the same data stream as the recording control commands. It may also capture data directly from the agent workstation or from other sources. The data available to capture is unique for each switch.



[www.ptelinc.com](http://www.ptelinc.com)

866-580-5577

*dvsAnalytics understands every customer operates in a unique environment and has specific needs. If you do not see your phone switch listed, contact us at 866-302-8131 for more integration information.*

To differentiate the types of available Encore switch integrations and the data they capture, the integrations and connections are assigned to one of the following categories:

- Trunked Radio
- PBX/Dialer
- CDR/SMDR
- ANI/ALI Only
- Third Party

### Trunk Radio CTI

Trunked radio integrations pass data from the trunked radio system to the Encore system. This includes START/STOP commands and data to associate with the call recording. The audio is captured from the LORI card or with a port to channel map:

- Motorola Type II
- Project 25 (CQPSK) for any manufacturer

### PBX/Dialer CTI

The PBX/Dialer passes data to Encore. Encore then associates the data with the call recording. This integration may use the CT Gateway, the ECAPI START/STOP Client, or both:

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| <ul style="list-style-type: none"> <li>• Aspect using Aspect's Agent Monitor card<sup>+</sup></li> <li>• Aspect CMI</li> <li>• Aspect Event Bridge</li> <li>• Avaya Communication Mgr using CVLAN</li> <li>• Avaya Communication Mgr using TSAPI</li> <li>• Avaya Communication Mgr using DMCC<sup>+</sup></li> <li>• Avaya IP Office using DevLink Pro</li> <li>• Avaya Proactive Contact using Event Svc</li> <li>• Cisco UCM v6.1<sup>+</sup></li> <li>• Comdial wideopen.office</li> <li>• Concerto</li> <li>• ECI (Tadiran) Coral I, II, III, SL (APDL)</li> <li>• ECI (Tadiran) Coral, I, II, III, SL, IPX (CLA)</li> <li>• IAT CT Center using Audio Interface</li> <li>• Inter-Tel OAI</li> </ul> | <ul style="list-style-type: none"> <li>• Mitel ACD Real-Time Data Stream for SX-200, 2000, 3300</li> <li>• Mitel MiTAI</li> <li>• Mitel 3300 ICP with SRC<sup>+</sup></li> <li>• NEC InfoLink</li> <li>• NEC OAI for NEAX 2000, 2400, SV7000 with D-Term Series III phone emulation<sup>+</sup> &amp; Zeacom QMaster</li> <li>• Nortel Meridian 1, Meridian SL-1 with Nortel Meridian 2616 phone emulation<sup>+</sup></li> <li>• Nortel Symposium Call Center Server RTD</li> <li>• PRI</li> <li>• Siemens OpenScope Voice with CSTA</li> <li>• ShoreTel</li> <li>• VoIP system integration</li> <li>• Zetron VoIP Radio Dispatch System<sup>+</sup></li> </ul> |
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<sup>+</sup>These integrations may use an active interface that requires some programming on the switch.

### CDR/SMDR Connections

Most telephone systems output Call Detail Records (CDR) at the end of a call. Some phone systems may provide the data during the call. This data is output from the phone system by a serial link called the Station Message Detail Recording (SMDR) port. SMDR switch connections capture this data and may delay the STOP recording command so that the SMDR data can be associated with the recording. SMDR connections may also send a STOP recording command to the Encore system:

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| <ul style="list-style-type: none"> <li>• Avaya IP Office</li> <li>• Avaya Merlin</li> <li>• Avaya non-IP Office</li> <li>• Comdial SMDA</li> <li>• Comdial SMDR</li> <li>• ECI (Tadiran)</li> <li>• Executone</li> <li>• Fujitsu</li> <li>• Inter-Tel Axxess, 5000</li> <li>• Mitel</li> <li>• NEC Elite IPK</li> </ul> | <ul style="list-style-type: none"> <li>• NEC Serial RS232</li> <li>• Nitsuko I Series</li> <li>• Nortel BCM 400 (SL-1 format)</li> <li>• Nortel Meridian</li> <li>• Nortel Norstar</li> <li>• Nortel SL</li> <li>• Panasonic 576</li> <li>• Samsung IDCS</li> <li>• Siemens Hicom 300 H</li> <li>• Siemens HiPath 400</li> <li>• Toshiba Strata</li> </ul> |
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**ANI/ALI CTI**

This integration type only captures the Automatic Number Identification (ANI - the phone number the caller is calling from) and the Automatic Location Identification (ALI- identifier that maps the calling phone number to an address in a database). This integration does not capture any other data. The data format is usually different for each customer and may need engineering resources to integrate with Encore:

- CML Technologies, Inc. Rescue Star
- MAARS
- Positron

**Third-Party CTI**

These integrations were built by a dvsAnalytics business partner and are available through that partner only.

- Startel 5700

For more information about these integrations, contact a dvsAnalytics Area Sales Director.

**About dvsAnalytics**

dvsAnalytics is a leading provider of agent productivity and analytics solutions for enterprises and contact centers. For more than 25 years organizations have relied on dvsAnalytics proven technology, innovative solutions, and quality services to develop their workforce, optimize the customer experience, and improve productivity.

**Corporate Headquarters**

dvsAnalytics, Inc.  
17255 N. 82nd St., Suite 4  
Scottsdale, AZ 85255  
United States

**Toll Free**

866-302-8131

**Email**

[sales@dvsAnalytics.com](mailto:sales@dvsAnalytics.com)

**Web**

[www.dvsAnalytics.com](http://www.dvsAnalytics.com)