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Mida CallArchiving for Cisco MediaSense

Mida Solutions is a Cisco Solution Preferred Developer Partner offering added values services and products on top of Cisco Systems technologies. Mida CallArchiving is a secure and complete voice and video call archiving, search and playback solution that can be integrated with Cisco MediaSense, an open-standard network-based platform to capture voice and video conversations.

Introduction

Cisco MediaSense is an IP media recording and playback platform that implements open interfaces using Open Recording Architecture (ORA). Cisco MediaSense is part of the solution for Cisco Unified Communications and it provides features like record audio and video sessions, call tagging, user authentication, reliability, and availability options, media storage and management, integration with Cisco Unified Communications Manager for audio and video recording, and integration with Cisco Unified Border Element (CUBE) for audio recording.

Mida CallArchiving is the main application module of the voice and video recording solution offered by Mida Solutions. Mida CallArchiving is part of the Mida eFramework suite, a Cisco compatible suite available on the Cisco Solutions Catalog. Mida eFramework is a SIP approved solution and supports UC co-residency on Cisco UCS. A number of recording collectors are available for VoIP SIP, Euro ISDN, CUCM CTI, Cisco Built-in-Bridge, GSM and GSM-R, WebDAV etc.

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Available in the Cisco Developer Network Marketplace

Archiving features

The combination of Mida CallArchiving and Cisco MediaSense addresses customer needs by providing advanced archiving features such as voice compression, encryption, tamper proof storage of files, configurable data retention periods, and data aggregation.
Mida CallArchiving module includes compression features specifically designed for solutions that have to deal with long retention periods and large amounts of recordings. Audio files can also be encrypted

Tel: +39 049 760 185
Fax: +39 049 870 8721
Email: info@midasolutions.com
LinkedIn: http://www.linkedin.com/company/mida-solutions-s.r.l.
www.midasolutions.com

Mida Solutions s.r.l
Via Vigonovese, 115
35127 Padova
Italy

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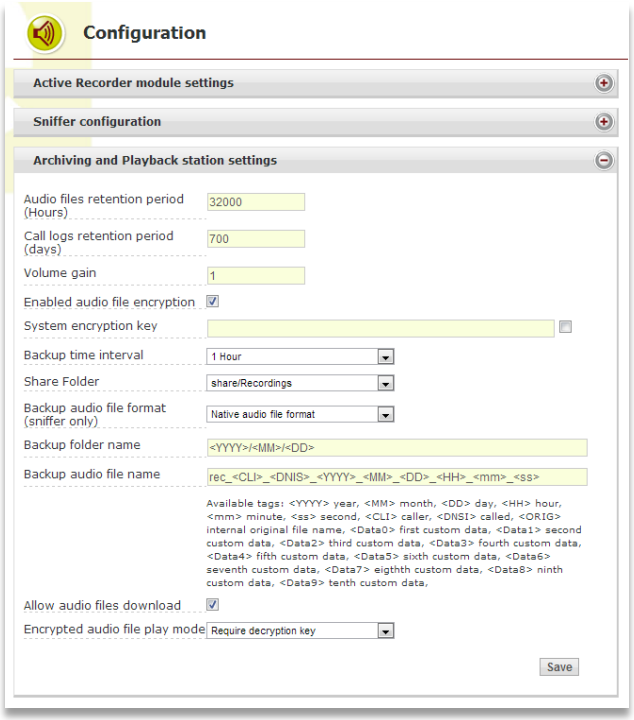
and tagged by the archiving module. Unauthorized external file access is protected and detected by the system. The main **archiving** features are:

- **Configurable retention period**: The retention period is configurable in hours up to days, months or years; call metadata can also be archived for longer periods, thus assuring call searching even on metadata associated to backup calls
- **Voice and Video call** archiving: Both the archiving engine and the listening console support voice and video multimedia
- **Encryption**: Media files can be encrypted using AES-128 bit encryption algorithm
- **Tamper proof**: Special tamper proof procedure is applied to monitor and detect potential file changes; if a multimedia file alteration is detected a warning message is displayed in the listening console
- **Audio Compression**: Based on standard codecs, like GSM Full Rate, and standard audio formats, WAV, it is compatible with a wide range of media players
- **Backup**: multimedia files can also be periodically exported to external NAS. Mida CallArciving supports a range of file transfer protocols and external storage types (CIFS, FTP, SFTP). File export is fully configurable, names and folders can be defined dynamically using any call metadata.



Search and playback

Call searching and playback is fully web based and leverages on HTML5, anyway it is fully accessible also from older browsers, such as previous major versions of Internet Explorer, by means of the integration of Microsoft Windows Mediaplayer.

Searching & Play-back functions are included free of charge in the Mida CallArchiving application server; playback station access is secure, based on

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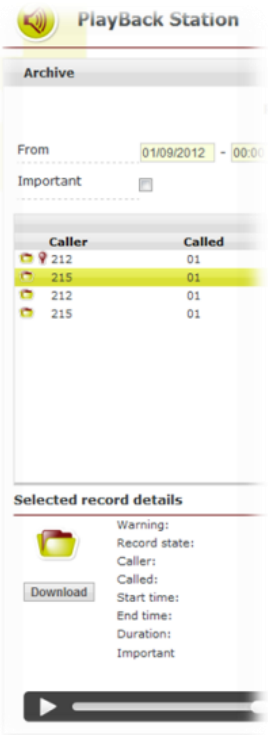
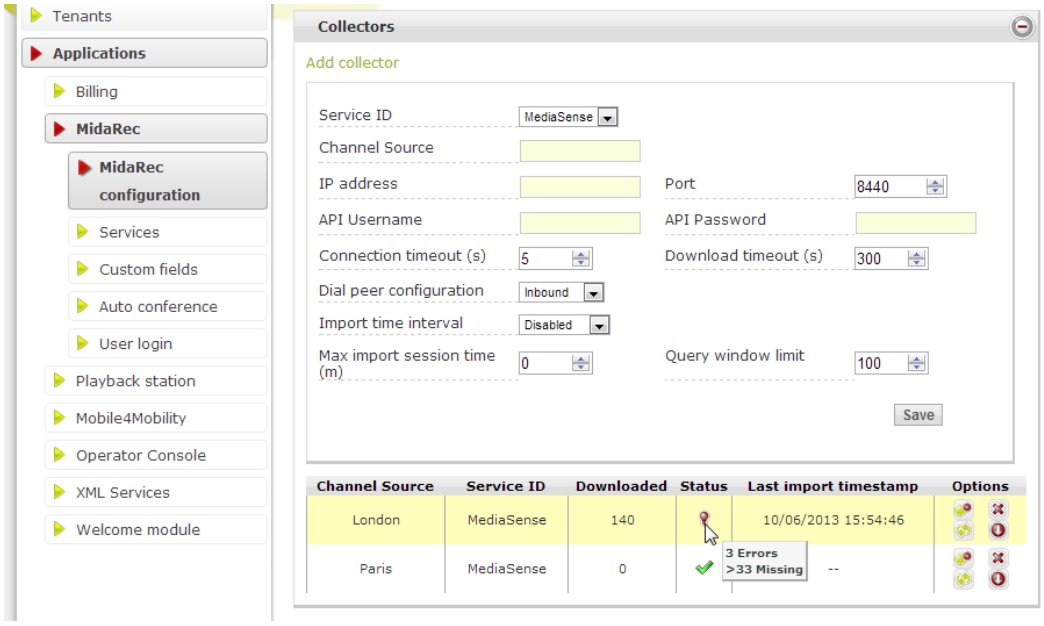
HTTPS, and requires user authentication. The main available features are:

- **Multi tag searching**: "google like" search basic option or advanced search filtering on time and metadata such as calling and called parties and custom tags.
- **Multilevel user access profiles**: user profiles can be used to limit user access to a specific set of recordings or sites
- **On-line tagging**: users can easily tag and mark calls directly from the user interface. Marked calls are then kept for longer periods



Multi-branch solutions

Mida CallArchiving supports multi-branch deployments and can be configured to collect media files from multiple Cisco MediaSense units. For each unit it is possible to specify a custom tag to be statically assigned, e.g. site name or MediaSense ID; furthermore it is possible to specify the data import policy, time interval and max duration in order to tune the solution on the available network infrastructure and bandwidth.



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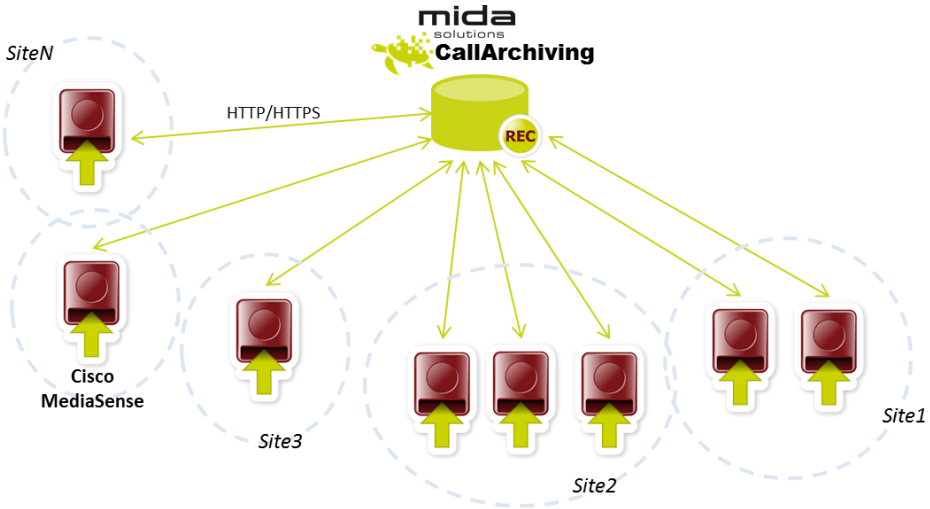
There is no real limit on the number of collectors that can be configured on a single system and all data is then aggregated and archived by the centralized Mida application server. Mida CallArchiving provides collection and aggregation functionalities, enriched by the possibility to integrate call tagging and user profiling.



System architecture and requirements

Mida CallArchiving is part of the Mida eFramework suite and it is distributed as pre-installed Virtual appliance (OVA); Mida eFramework is UCS compatible and supports co-residency with all Cisco UC applications supporting full co-residency, e.g. latest versions of CUCM. Furthermore Mida eFramework can also be activated in co-residency on Cisco BE6000. Mida eFramework has built-in multi-tenancy support and therefore it is ready also for hosted architectures like Cisco Hosted Collaboration Solution (HCS).

Mida user interface is fully localized in all major languages such as English, Spanish, German, and Italian, and it can be extended to any other language editing a simple and easy to upload CSV localization file.

Other features and services

Mida Solutions offers also a set of professional services such as integrating advanced business logic on voice and video recording processes. An example is real time call tagging based on JTAPI, for

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advanced search and playback. In these cases Mida CallArchiving can extend the CTI and recording process by enabling dynamic call tagging, assigning additional info to call logs and then enable advanced searching filtering criteria. Furthermore Mida Solutions can offer additional services such as Cisco Finesse gadget integration and much more.

Licensing model

Mida CallArchiving is licensed on the amount of traffic to be archived in peak hour (Erlang); this is a cost effective licensing scheme that allows to build scalable solutions especially in those cases where the number of seats is larger than the number of calls to be recorded. In case of multi-branch solutions each additional collector requires a site license.
All licenses include one year of 3rd level support and maintenance and the support service can be renewed early for the following years.

Further info

For further info you can contact Mida Solutions at info@midasolutions.com or download other product documentation from www.midasolutions.com

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