

SIPREC Recording

White Paper



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01 What is Dubber?

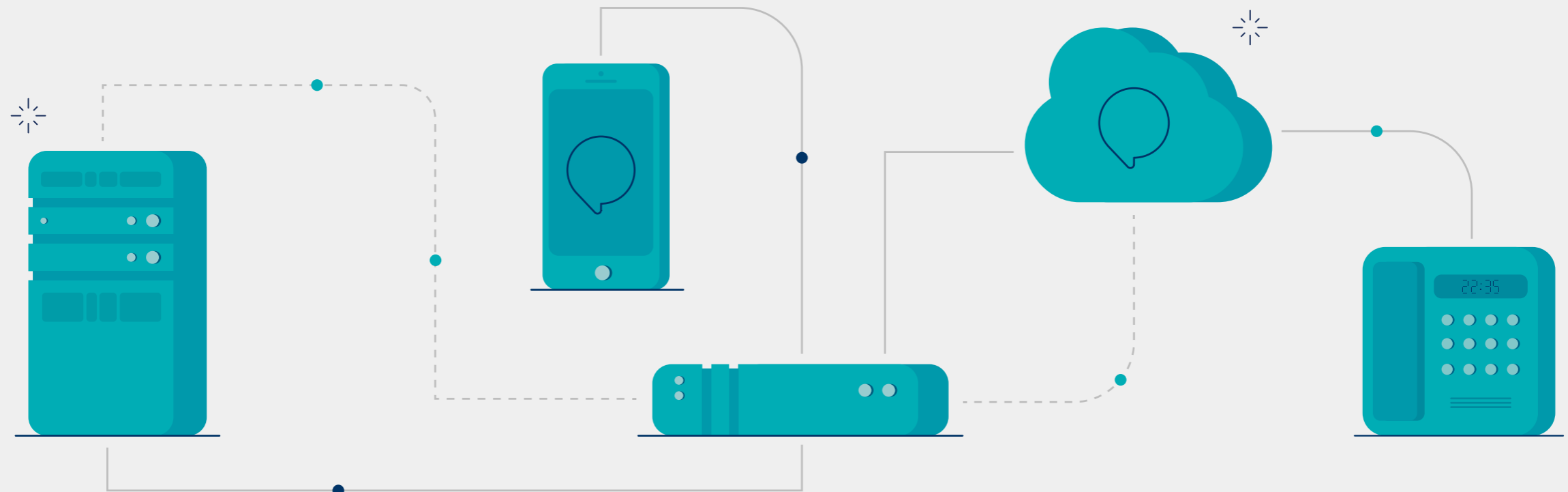


Dubber's use of a native cloud platform is evolutionary, and so can provide a call recording solution that goes above and beyond legacy offerings. Dubber's intelligent recording platform has abolished previous limitations of call recording and opened up a myriad of applications and benefits for all users. With innovative technologies, a capacity for mobility and additional innovative functions, Dubber has developed a call recording solution with increased relevance for everyone.

Dubber's use of a native cloud based platform enables it to provide a call recording solution that offers unlimited storage, unlimited scalability, high security, rapid deployment and additional innovative functions, which include Playback and Zoe, an open API and our Lab - a call recording sandbox that enables testing of our services - all with no CapEx.



02 SIPREC Recording



02.1 Overview

Session Initiation Protocol (SIPREC) is the telecommunications protocol adopted as the new industry standard by Internet Engineering Taskforce (IETF). SIPREC is a text-based protocol similar to Hypertext Transfer Protocol, and defines interactions between user agents - acting as Session Recording Client or Session Recording Server.

Session recording is a critical requirement in many business sectors - including call centres and the financial industry. SIPREC was created to regulate call recording and provide a framework for all companies that offer call recording as a service. A SIPREC interface identifies and accepts only two participants involved in recording, the Session Recording Client (SRC) and the Session Recording Server (SRS), therefore creating a secure globally accepted standard for call recording.

BroadSoft embraced this new global standard for call recording when they created their SIPREC interface, which provides a link between service providers' telephony networks and the call recording platform.

SIPREC is used to define the architecture, relevant call flows and metadata that can be used for call recording solutions. Ultimately, SIPREC aids compliance with a variety of legal session recording requirements.

02.2 Advantages

The big advantage of SIPREC systems is that they can capture calls at a centralized point in the network, eliminating the need for hardware and thus reducing infrastructure costs. This freedom from the hardware restraints of legacy solutions enables SIPREC systems to actively record customer interactions

across a contact centre's entire network. They have significant business potential, as they are able to increase efficiency and reduce costs.

Systems using SIPREC do not consume media resources in the PBX, which lowers overhead resources and total cost of ownership by producing savings on all Automatic Call Distributor vendor licensing. SIPREC protocol is compatible with many telephony vendors as an industry standard:

- Recordings are collected to a reliable central server
- Flexible recording simplifies implementation
- Recording can be scaled to thousands of concurrent sessions, fitting the needs of each individual company as they grow and change

03 The Dubber Solution



03.1 Overview

Dubber is a purpose-built communications platform as a service (CPaaS) with SIPREC standards at its core, enabling call recording to be activated across entire networks.

Dubber's SIPREC Cloud Recorder (SIPRECCR) is a dedicated and fully scalable recording platform. The SIPRECCR efficiently responds to recording demands, monitors resource availability and immediately allocates resources when needed.

The SIPRECCR is a robust, carrier grade recording platform that opens up the potential to offer call recording to all fixed line and mobile users. For the first time, call recording is available, affordable and accessible to everyone.

03.2 Functionality

Dubber's Cloud Recorder has been designed as a standard SIPREC recording interface. This integration allows service providers to use the Cloud Recorder to intercept and record all audio and capture all available metadata.

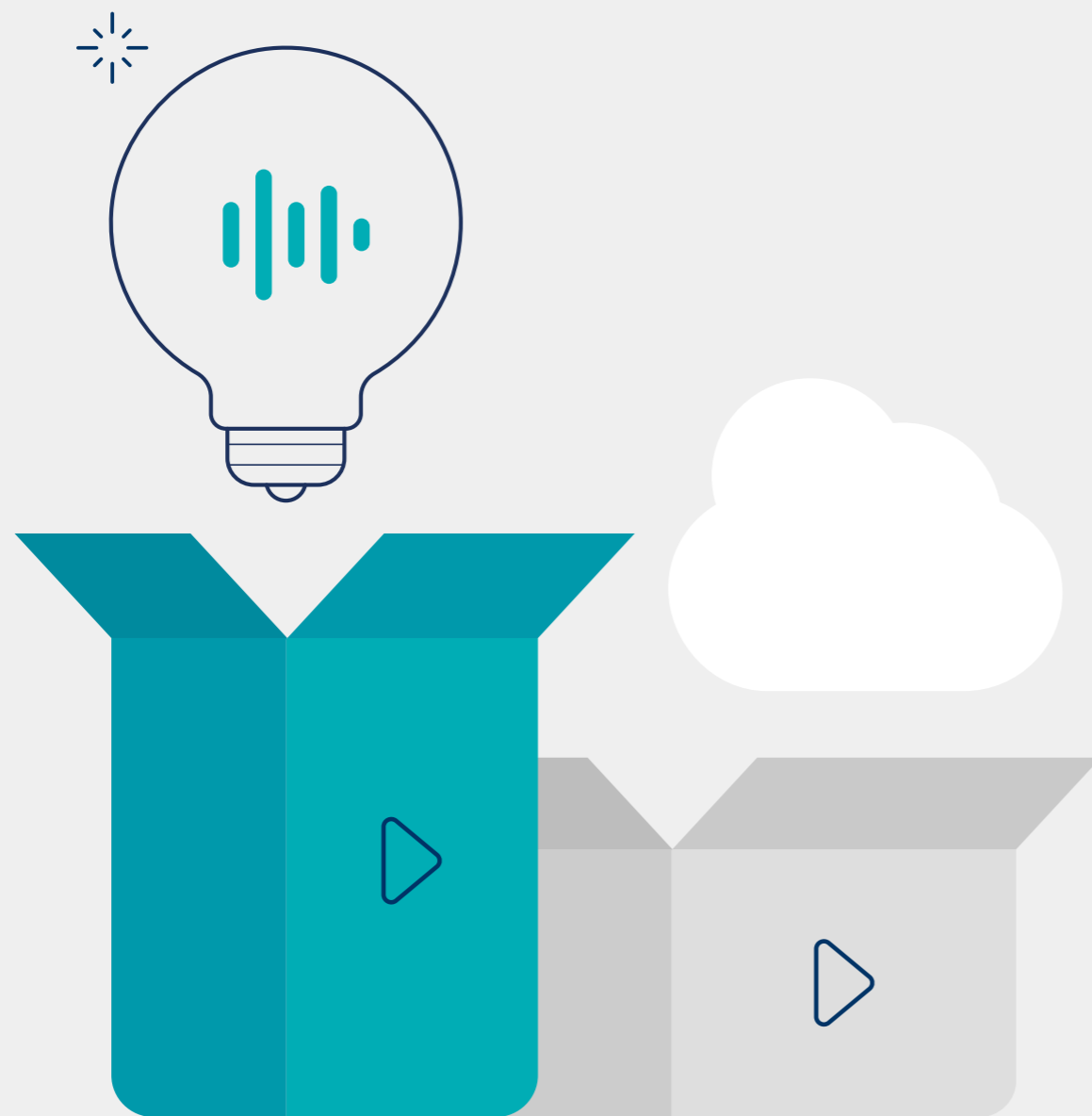
Dubber uses standard SIP messaging to utilise SIPREC interfaces. The message bodies of the SIP INVITE contain specific metadata for processing call recording in SRC platforms. This metadata contains the information about a phone call, and describes the communication through its media streams and participants. The metadata of a SIPREC INVITE is formatted as XML data, and separates and defines important data with tags. This assists call recording solutions with their dispatch of information to end users, through providing a connection between telephony networks and call recording platforms.

03.3 Deployment

Utilising SIPREC interfaces enables Dubber's cloud call recording to operate with speed and simplicity. Calls that are recorded via a SIPREC enabled deployment can be up and running within mere hours. Once our service has been requested, Dubber simply supplies a basic configuration document, from which Dubber as a recording device can be set up.

03.4 Networking

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03.5 Applications and Benefits

03.5.1 Call Recording

The Dubber Cloud Recorder is configured as a standard SIPREC recording interface. As a true native cloud product, the call recording offers high security, unlimited scalability and rapid deployment. It can be integrated with business applications and scaled to fit individual requirements, and so provides a call recording service that for the first time is open to businesses of all sizes.

03.5.2 Zoe

Dubber's Zoe is a collection of call recording analytics tools, innovative products, and services by Dubber that maximise the value of a user's communications by providing deep insight into their content.

Dubber's Zoe features include Smart Search, Sentiment and Keywords.

03.5.3 Playback

Playback is an innovative new communication capture service developed by Dubber.

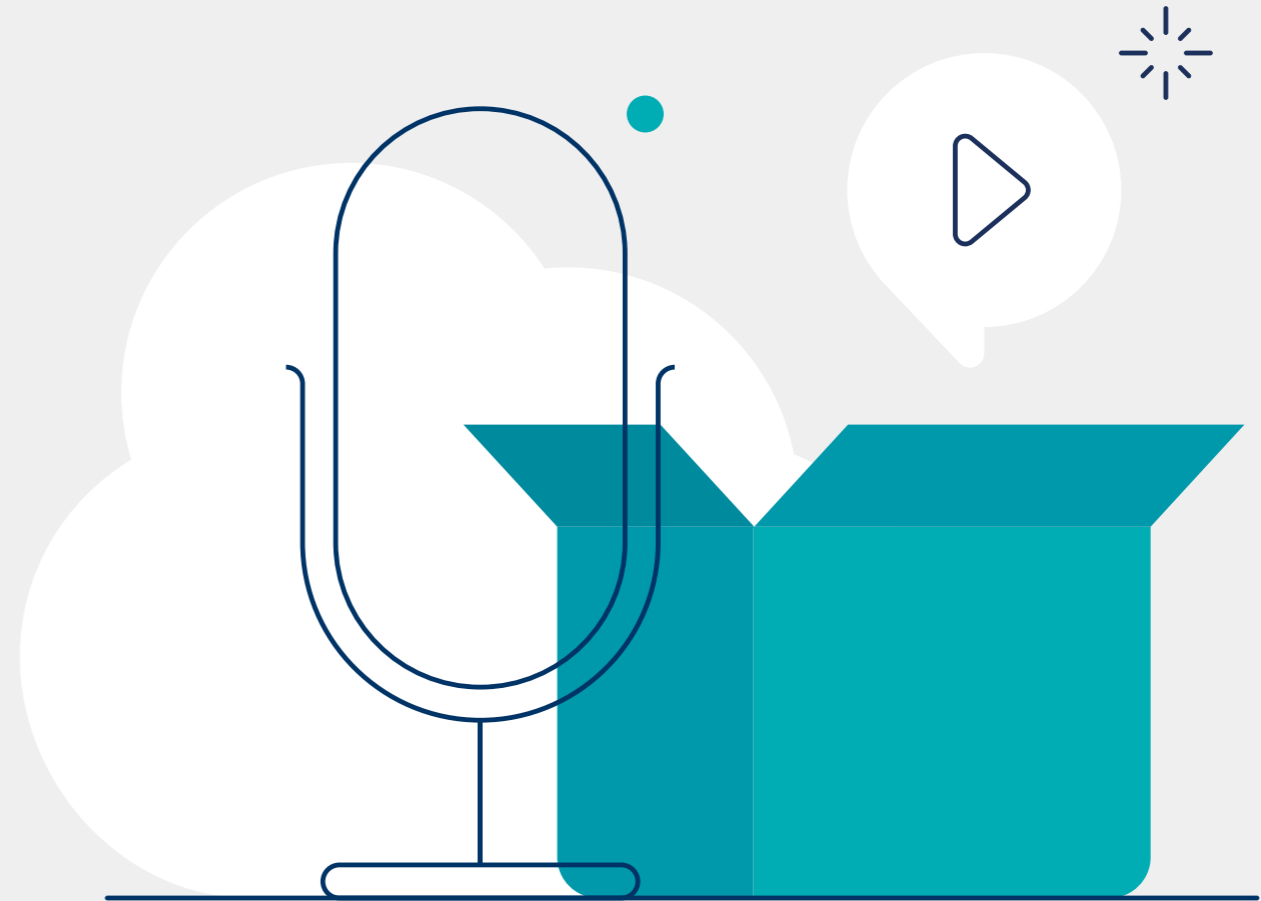
Users can choose which communications they wish to save and build a catalogue of their recorded conversations, which they can then replay, share, tag, and smart search. Playback brings the benefit of hindsight to a user's communications and enables them to interact with their calls like never before.

05 Conclusion

The Dubber Cloud Recorder has been designed to interface with the BroadSoft SIPREC platform, enabling our solution to be rapidly deployed to any platform that already deploys SIPREC.

This partnership with BroadWorks enables Dubber's call recording solution to be rapidly deployed, widely available and highly accessible to everyone. The accreditation by BroadSoft has ensured Dubber's call recording solution is simplified, accelerated and innovative, ultimately eliminating the flaws of legacy solutions and providing a myriad of applications and benefits for all users.

The BroadWorks motto is "simplify, accelerate, innovate", and through our collaboration, that is exactly what Dubber has achieved for call recording services: providing development in the previously stagnant telecoms industry.



06 About Dubber

Dubber is the world's most scalable call recording service and enables users to record, save, replay, and interact with their calls like never before. Dubber's cloud based call recording is evolutionary in its elimination of hardware flaws.

Dubber's call recording offers unlimited scalability, high security, rapid deployment, no upfront costs, and a true SaaS offering. Together with innovative add-on services such as Playback and Zoe, Dubber enables both service providers and enterprise users to benefit from call recording and communication capture services like never before, increasing the value of communications for everyone.

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