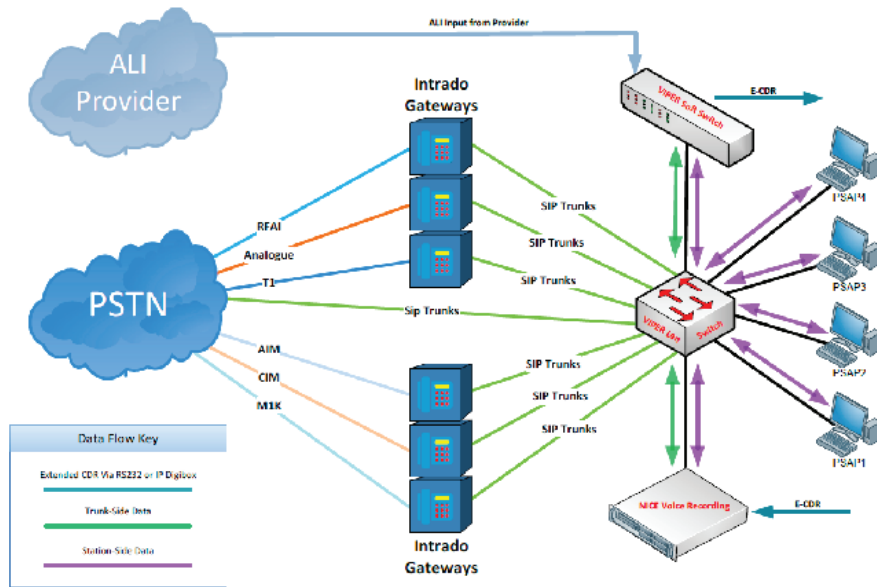


# Intrado® VIPER Call Recording Solution



## Intrado® VIPER

VIPER 4.1 SP3 & 4 (GA)

VIPER 5.1 (EA)

RFAI 3.3 / 3.4

## NICE NRX Recording

6.5 PL13 or greater

Passive capture of SIP Audio and Text-to-911 calls

## NICE Inform

Essential and Professional 5.1 UP5 or greater

In partnership with West Corporation, NICE provides a certified, end-to-end integration to native VIPER VoIP to record voice communications and associated call information from Intrado VIPER systems. Incoming calls pass through Intrado Gateways where they are converted to SIP and RTP format that is maintained throughout the system. NICE recording solution connects to the VIPER network via the VIPER LAN Switch and VIPER Extended CDR feed. The Extended CDR feed delivers enhanced call metadata such as ANI/ALI for audio and text based calls, PSAP ID, Position, Trunk, and more into NICE Inform database for precision call searches and incident reconstruction.

### Maximum Recording Signal Quality

The native IP recording solution maximizes the quality of recorded communications by avoiding unnecessary digital-to-analog audio conversions, cable runs, and analogue noise and interference.

### Tracking ALI Through Transfers

Integration with VIPER Extended CDR enables the ALI of incoming 9-1-1 calls to be associated with both the original call-taker and internal call transfers. This means that the entire call from a caller's perspective - with all segments that comprised it - can be easily identified for playback or incident reconstruction.

### Efficient Station-Side Recording

There is no need to cable every workstation for station-side recording, which reduces installation time and simplifies moves, additions, changes and it also lowers overall costs of deployment.

### Future-proof

Designed to NENA's i3 standards, assuring readiness for tomorrow.

### Easy Upgrade Path

Modular design provides flexibility to add powerful value-added applications: Screen Recording, Audio Analytics, Quality Assurance Evaluation, and more.



## Captured Metadata for Precision Searches

In addition to Caller Number and Location information, metadata information also includes Station ID of the Call Taker. This is used to 'Link' the Voice, SIP and Location information together and can be used to quickly find recordings for any specific incident. NICE Recording system also captures VIPER Unique Call ID, Station, External Call ID, Agent ID, Agent Name, Agent Role, Caller ID, PSAP ID, PSAP Name, System ID, Position, Trunk, DNIS, and Caller ANI/ALI.

## Recording Modes

NICE Recording systems can be configured for recording from Call Taker's side (Station-side) only, Station side with Text-to-911, Station side with Caller's side (Trunk-side), or Station side with Trunk Side and with Text-to-911.

Module Name	Call Taker (Position)	Caller (Trunk)	Both
Automated announcements	✗	✓	✓
Caller audio while on hold	✗	✓	✓
Internal calls	✓	✗	✓
Caller / Call Taker conversation	✓	✓	✓
Recording Channels	1 Per Station	1 Per Trunk	1 Per Station + 1 Per Trunk
Call Storage	Call Taker Calls Only	Caller Calls Only	Both

## Redundant Configurations for High Reliability

Whether deployed at a single site or in multi-site configurations, the recommended design of the recording solution, including capture, storage, and archiving, is a resilient, fully redundant configuration that eliminates the vulnerability of any single point of failure. This is coupled with intelligent replay of redundant recordings – NICE Inform makes playback transparent to users so they do not need to deal with multiple copies of the same recording in their search results. NICE Inform automatically displays the primary or the secondary (redundant) record, depending on which is available.

With resilient solutions, all applications for replay, reconstruction, organization, evaluation, analytics and media distribution are available for use at all times, without interruptions

## Interface Protocols

Audio	Signalling, Messaging, Metadata	Location
Standard (Passive) RTP VoIP	SIP	ANI/ALI (RS232 / IP)

## About NICE Public Safety

NICE Public Safety solutions integrate and put into context information from many sources to help emergency communications centers and investigation departments reconstruct and understand the who, what, when, where and why of an incident. NICE Inform, the industry-leading digital evidence management (DEM) solution, gives emergency communications centers better insight into how to continuously improve their operations. NICE Investigate is the leading open, digital policing solution that automates and expedites the entire digital investigation process, helping to increase case clearance rates. Over 3,000 organizations worldwide rely on NICE Public Safety solutions. [www.nice.com](http://www.nice.com)

## About West Safety Services

West Corporation is a global provider of communication and network infrastructure services. West helps its clients more effectively communicate, collaborate and connect with their audiences through a diverse portfolio of solutions that include unified communications services, safety services, interactive services such as automated notifications, telecom services and specialty agent services. For 30 years, West has provided reliable, high-quality, voice and data services. [www.west.com/safety-services](http://www.west.com/safety-services)