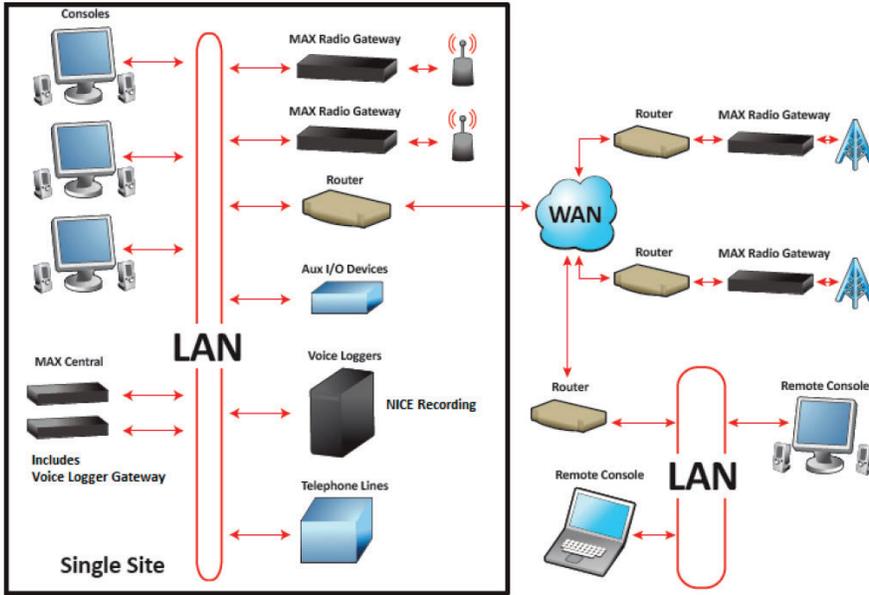


Advanced Audio Recording for Zetron MAX Dispatch



Software-only IP voice recording via RTP and dedicated SIP trunks from Zetron MAX Voice Logger Gateway

G.711 (64kbps) audio format

No need for SPAN audio packet capture

Records both Tx and Rx channels

Fully certified solution

Through collaboration with Zetron, NICE is certified to record voice interactions directed to and from the Zetron MAX Dispatch System. The Zetron MAX Dispatch System is a pure, end-to-end IP-based telecommunications console system. The combined solution delivers reliable technology for call taking and dispatch communications centers of all sizes. NICE NRX is a Next Generation 9-1-1 ready solution. It leverages open architecture and integrates seamlessly into your existing and evolving infrastructure. Organizations that use the Zetron MAX Dispatch Console System can now more effectively leverage audio recording to capture, evaluate, analyze and improve communications.

Certified Direct Recording of Radio and Telephone Transmissions

This integration specifically targets the recording and storage of voice calls and metadata to and from the Zetron MAX Dispatch System. Zetron Max Central provides the interface to the NICE Recording solution via the Zetron MAX Voice Logger Gateway (VLG) interface. The VLG uses SIP for communication to the loggers and to provide call metadata. Additional VLGs are required when logging more than 30 concurrent media sessions (telephony conversations and/or radio calls). This direct recording integration always results in capture of the entire voice transmission.

High Precision Search and Incident Reconstruction

For search, playback and incident reconstruction purposes, recorded calls can be found by any combination of captured metadata. Each call record is time-stamped in the UTC equivalent of the local time that the INFO message was received. The call record will also show the time at which the call ended. Additional metadata collected includes Start Time, Update Time, Channel ID, Source Caller ID, Destination Caller ID, Channel Type (telephony or radio), Tx Channel, Rx Channel, Tx Privacy Code ID, Rx Privacy Code ID, Tx and Rx Encryption Keys, Tx and Rx Encryption States, Source Caller Name, Destination Caller Name, Source and Destination Location Information.



The NICE Recording system is reliable and future-proofed, ideal for any-size organization to capture, store, retrieve and playback voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality voice recordings for all applications including verification and compliance, training and quality monitoring.

Recordings captured via Zetron MAX integration are immediately available for instant recall, replay, incident reconstruction and export.

The same NICE Recording system can also record 9-1-1 and Next Generation 9-1-1 (NG9-1-1) calls, telephones, trunked radio, conventional radio and console screens.



Faster Implementation, Less Hardware

NICE's recording method captures transmission streams via certified direct integration, eliminating the need for spanning ports or managed switches. This efficient integration approach saves hardware resources on both, NICE and customer sides and expedites implementation.

Increase Reliability with 2N Resilience

The recommended design of the recording solution, including capture, storage and archiving, is a resilient 2N configuration that eliminates the vulnerability of any single point of failure. With respect to the Zetron design, 2N redundancy can be also achieved by deployed a second gateway to duplicate call control and audio to a second voice logger. Each recorder connects to its own VLG. This eliminates a common point of failure if a single VLG were to be used to fork the audio and call metadata to more than one recorder.

NICE Recording 2N resiliency is coupled with intelligent replay of redundant recordings within NICE Inform. 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. It automatically displays the primary or the secondary (redundant) record, depending on which is available.

Interface Protocols

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

Customer Requirements

- Zetron MAX D 2.8.2 (VLG 2.94.2.82) and above
- NICE Recording version 6.5 PL13 and above

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.