

## Voice and Video Call Recording for Multi-Tenant Environments

**Carin Hosted** is a powerful solution for service providers to increase their revenue by offering high-end IP call recording services to their customers at a competitive price with flexible billing options and a low TCO.

### Introduction

Carin Hosted is built on the robust Carin call recording (IP audio and video) platform to offer multiple, full-featured IP call recording environments, or “Virtual Environments” (VE), on a single platform that are easy to manage and with independent configuration and settings. Each Virtual Environment provides customers with secured access and data separation – they only see their own calls, users, and groups. Carin Hosted is the ideal recording platform for VoIP service providers, shared customer contact centers and for larger enterprises as well.

### Carin Hosted Highlights

The total cost of ownership for Carin Hosted is very impressive, since the hosting company can leverage economies of scale with the following features:

- Low Total Cost of Ownership
- Extremely scalable
- Multi-Tenant enabled
- Flexible deployment options
- Web based application
- High availability options
- Record Voice and Video calls
- Flexible Licensing: Pay as you grow

### Service Provider Benefits

Carin Hosted, with its Virtual Environments, has many features that make it ideal for a hosted IP telephony platform benefiting both the service provider and the tenants.

**Branding** – Allows individualization ranging from tailored features and services to visual identity and branding thereby supporting different customer business models.

**Multi-Tenant Support** – Control, manage and provision a single Carin system for all of your tenants.

**Robust Data Retention Policies** – Utilize the Carin rule based storage policies to create extensive media storage options in order to manage the data growth.

**Easy System Administration** – Service provider administrators can provision new tenants, manage servers, grant extensive rights and report on activity from an easy to use web interface.

**Advanced system monitoring** – Supports self monitoring and self correcting as well as configurable alerts via email or SNMP.

**Intuitive web interface** – Allows for faster ramp up and customer adoption with no client software to deploy and minimal end users training.



## Tenant/Customer Features

**Virtual Environments** – Data separation and database partitioning ensure that a tenant’s data stays within their own virtual environment.

**Full recording** – Supports hands off automated recording in order to follow strict regulatory and internal compliance guidelines.

**On-Demand recording** – Users can save the complete call at any time during the call or after, with a configurable time based On-Demand buffer. Saving can be done from the phone or web.

**Full audit trail** – All call related and administrative activities are logged to provide a complete history of changes and actions in the system.

**Single Sign On support** – Provide users with the ease of use of single sign on from your primary phone management application.

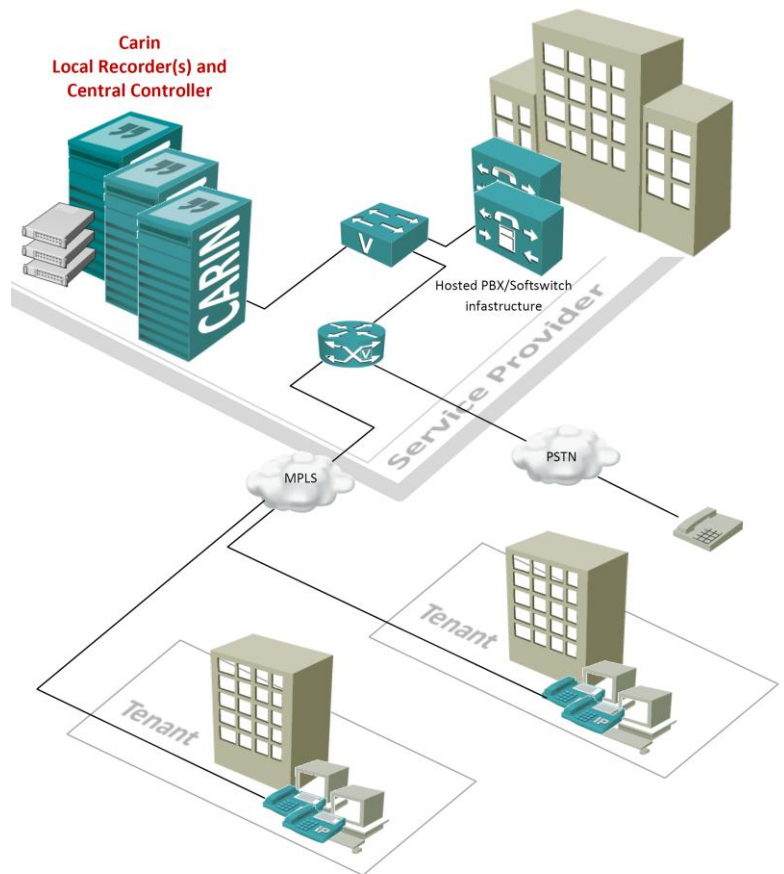
**Call tagging** – Easily mark calls with customizable text tags for faster searching and quick categorization.

**Bookmarking call sections** – Sections within calls can be bookmarked from the phone or web, allowing users to focus on portions of the call that are important. Also, descriptive comments can be added to each bookmark.

**Call Sharing** – Using the Publishing Server, calls can be shared with between groups of users within the system, with external users or embedded in company web sites.

## Architecture

Carin’s passive call recording mode has one of the best throughput benchmarks in the industry, supporting as many as 300 simultaneous calls per server. All recording is accomplished without putting additional load on the network or PBX/Softswitch. Recording servers can be placed in the co-location facility or out at the customer site to support premise based recording.



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