

### Call Logging VoIP - Market Requirements

Call logging or telephone recording, is the practice of regularly recording phone calls in a business situation. Recording telephone conversations allows businesses to keep records, improve customer service, increase security, and decrease errors. Call logging is mostly common in call center environments, and also is a mandatory feature of service provider networks, where it is legalized by the police or other recognized governmental authorities and is otherwise known as lawful interception.

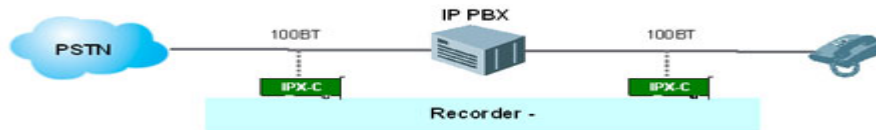


With VoIP now recognized as a reliable and cost-effective business solution, businesses that develop call recording applications must now implement VoIP solutions in order to remain competitive.

### Call Logging VoIP - AudioCodes Solution

AudioCodes SmartWORKS™ family of Call Logging Blades enables application developers of enterprise VoIP call logging solutions to easily record VoIP-based voice circuits, while shortening time-to-market and providing high performance, passive recording capability to their applications easily and affordably.

SmartWORKS VoIP monitoring products offer VoIP recording components for call center and security markets. The IPX-C is patent pending technology that reliably captures voice data from IP trunks at wire speed. The IPX product includes sophisticated protocol analysis algorithms that enable application developers to have full access to all call state and call event information. It is an essential component of call recording solution that provides packet filtering and media forwarding while providing an interface to many of the top VoIP PBX systems. The IPX can either passively tap on an IP link with the addition of a tapping block or connect directly to a switch's mirror port. When coupled with the AudioCodes IPM260 series products, the IPX / IPM combo forms a best in class call recording solution.



### Call Logging VoIP Features

- Support both station and trunk logging
- Wire speed packet processing up to 960 RTP packets
- Flexible monitoring location and method – passive tapping or via mirror port
- Cost effectiveness from low density to high density application
- Painless growth without changing the hardware
- User friendly SmartWORKS API – Designed with usability in mind
- Rich feature set - specifically designed for call recording application
- Unified call control API for all different underlying PBX technologies
- Customer relationship - Greater than 88% customer satisfactory rate in 4 consecutive years