

# Libra recording solutions for Cisco

Powerful, scalable interaction recording solutions built with Cisco deployments in mind, that you can rely on.









When voice and electronic interactions are your primary means of contact with customers and stakeholders, recording solutions are vital.

Mitigating risks introduced by these interactions, while complying with regulatory legislation are two of the most important reasons to implement interaction recording. However, the true value is the ability to enhance the quality of these interactions, and optimise them to create business value.

## Key features

-  **Integrated recording controller**  
*DataVoice developed JTAPI solution*
-  **Seamless recording**  
*Voice, screen & Jabber clients (PC & mobile)*
-  **Secure**  
*System, user & recordings*
-  **Cloud storage**  
*Azure and AWS*
-  **Fully redundant architecture**  
*Active-active, active-passive*
-  **Graceful failover & fallback**  
*Uninterrupted recording during upgrades*
-  **Multi-tenancy**  
*Company, agency, department, ...*
-  **Live Monitoring**  
*Near real-time monitoring of conversations*

## Benefits

-  Simple implementation & configuration, that also allows an extension to be recorded anywhere on the customer's network
-  The DataVoice Libra solution for Cisco solutions seamlessly captures a variety of media types, whether at the office or working from home.
-  Securely manages the storage of recordings, including tamper-proofing; and access privileges per authorised user.
-  Connects and stores directly to Azure and AWS cloud storage environments for truly scalable storage to cater for any retention period.
-  Support for a variety of redundancy & high availability options. VM deployments are also supported to reduce hardware footprint.
-  Upgrades are performed gracefully, for gradual handover to the redundant recorder, and graceful fallback to the primary recorder.
-  Shared infrastructure solutions, now have a powerful WebAdmin portal for quick management of their users.
-  Listen in on conversations in near real-time to immediately ensure that your remote workforce are performing at their best.

