

Recording Archive Service (RAS) Overview

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If you record all calls on the Wave IP or even a significant portion of calls (say using Contact Center Queue recording), disk space on the Wave Server can quickly fill up with recordings. The same thing can happen if you have users with thousands of saved voice messages or personal call recordings and large maximum mailbox sizes. Large stores of recordings can also result in performance issues with the system. Wave IP is not meant to be a file server or long-term storage solution.

A storage solution is often what is needed. Many implementations expect to be able to permanently store and later retrieve years worth of voice mail or call recordings. The Recording Archive Service (RAS) is the solution. It is a software application included with the Wave IP that transfers recordings of the system and on to a networked file server.

RAS runs on a Windows server that has Microsoft SQL installed. On a scheduled basis, all audio files are moved to the RAS system. The metadata about the call is written into the SQL database. The recordings are then removed from the Wave IP to free up room. Recordings can be kept indefinitely on the RAS server without fear of affecting daily communications.

Users are given access via the Archive Recording Browser (ARB), a dedicated app for recording search and management. This application can be installed on any computer on the network. A separate set of accounts and permissions allow granular control of who can access recordings. Users can use a detailed search form to find specific calls. Normal expressions are also supported for particularly detailed searches. Complicated search queries can be saved for reuse.

In an environment with multiple Wave IPs, a single RAS server can handle archiving for all systems. Recordings are segregated by server and user accounts can be given permission to only access recordings from certain systems and specific mailboxes.

The RAS system copies files using Microsoft network file sharing to control access. Being on a domain makes the process of controlling access to recordings much simpler. Otherwise local accounts will have to be synchronized across systems.

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