


Press Release

OrecX Supports BroadSoft Platform for VoIP Call Recording

November 07, 2007

OrecX VoIP Call Recording Supports BroadSoft

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Back in 2005, when the OrecX VoIP  call recording platform was first developed, based on the theory that businesses needed a solution that would be applicable to voice, video, or anything else that came across a network, the product's creators realized the value of developing it as an open source solution. That way, it could be easily adapted to a variety of verticals without having to re-develop the core product.

What they may not have realized was the impact a simple, easy to deploy, yet feature rich call recording system could have. Indeed, OrecX's application suite allows users with only limited knowledge and experience to deploy and use the system — which is a passive recording platform, not requiring recording features to be activated for each call.

While OrecX realized the need for such a recording tool in certain industries — which is why it has developed three specific solutions (for compliance and risk markets already, and performance by the end of the year) — it now finds itself in a situation that will provide far greater exposure than was previously possible.

OrecX has now announced support for BroadSoft's ([News - Alert](#)) Broadworks Service platform, enabling BroadSoft users to deploy the OrecX open source recording applications, saving both time and money over proprietary alternatives.

Indeed, BroadSoft's customer base reads like a telecom industry directory, with names like Sprint, Verizon, Telefonica, T-Systems, Telstra, Cbeyond, XO Communications, Cox ([News - Alert](#)) Communications, and many more. These customers now have access to a call recording platform that offers flexible interfaces, which can be used to create a variety of recording scenarios.

Another BroadSoft customer, Eagle ACD , which provides hosted call center solutions, was among the first BroadSoft customers to integrate the OrecX solutions into its core offerings. In this case, Oreka TR and Oreka QM allow call center managers to record SIP-based VoIP sessions, combining the two sides of each call into a single audio file.

Oreka TR is a complete call recording tool that records and stores events, including the ability to retrieval of recordings by time or date, inbound or outbound phone number, call length, or other customized criteria.

Oreka QM is a quality management tool that enables real-time performance measurement to




facilitate training and agent performance improvement. It includes the ability to collect both real-time and historical performance information from multiple business systems to filter them and return relevant performance indicators.

“Customers have embraced Oreka applications because of their ease of deployment and use, the non-restrictive nature of deploying a commercial open source application, and the competitive and flexible pricing model that aligns itself with customer operating models,” says Bruce Kaskey co-founder and chief marketing officer for OrecX. “OrecX applications enhance the backbone of the VoIP infrastructure.”

Indeed, the OrecX system takes less than three hours to be installed, cutting down time to nearly nothing if done overnight.

Indeed, after witnessing more than 10,000 downloads of its initial model on SourceForge, then developing its business solution, this latest collaboration with BroadSoft is sure to give OrecX still another boost. The call recording space should be aware of this open source model making significant inroads.

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