



CYBERTECH RECORDER API

SOFTWARE DEVELOPMENT KIT

The CyberTech Recorder API Software Development Kit (SDK) provides System Integrators with a comprehensive set of routines, protocols and tools for building software applications on CyberTech's Recording Solutions platform. It is designed to enable application developers to access the CyberTech recorder in a conditioned way. The API supports e.g. addition of custom data to call database records and creation of 3rd party search and replay applications.

It enables full integration of the CyberTech Recording Solution application into the customer's IT environment. The CyberTech Recorder API has been implemented as a client/server application. The server component resides on the CyberTech Recording system, the client component can be integrated into 3rd party application.

The list below shows some of the functions available via the CyberTech Recorder API. A Recorder API reference manual describes all API functions in detail.

Common functions

- Retrieving user, channel, call data information
- Registering and un-registering of free-seating users
- Retrieving audio from the recorder

Access to historical data

- Powerful and flexible search capabilities
- Access to all available call data

Modify parts of historical data

- Modify parts of the stored information

Real-time functions

- Receiving start and stop events
- Start/stop recording on demand
- Start bulk archiving

SUPPORT

Access to the API functions is granted on basis of the user permissions configured in the connected CyberTech Recording Solution.

To support programmers who are using the CyberTech Recorder API SDK, CyberTech provides a dedicated support package. This package includes e-mail and telephone support during CET office hours, training and access to the CyberTech Recorder API website.

The support website for the Recorder API provides:

- All API software versions and updates for download
- Sample code and applications
- CyberTech Recorder API FAQ
- News and events
- References
- Documentation

V2.0

The Recorder API v2.0 has the following features:

- Compatible with the latest release 5.2 of the CyberTech Recording Solutions.
- Multi instance capable, supporting multiple recorder API clients to run from a single system.
- Bulk archiving support for unencrypted calls.
- Multiple Network Card support for recording systems.

To aid application development on the CyberTech Recorder API, CyberTech provides the Recorder API demo tool. The demo tool allows (single step) manual execution of all available API commands (including parameter entry) and display of API responses. The demo tool is a powerful tool for debugging the 3rd party application software.