OrecX Call Recording
Pilot/Trial Setup & Support Overview

OrecX's software suite is built with modern and open software libraries and is easily supported by third parties without prior knowledge or training on the software.

The following are site requirements & skill set requirements to implement, administer and maintain the software:

A. **SITE PREPARATION - Client Site Technical Assumptions for OrecX call recording platform:**

- Customer installs server(s) with proper operating system & necessary disk capacity.
  Link to our recommended server spec: http://files.orecx.com/docs/oreka-voip-server-specs.pdf

  o For **Passive/Port Mirror** recording: All traffic requiring recording is port mirrored to the recording server (**Linux** or **Windows**), including signaling and RTP media.

  o For **Active** recording (**SIPREC, Cisco BIB or Avaya DMCC**): OrecX recorder (**Linux Centos only**, please) must be provisioned on the telephony platform according to the documentation supplied by your telephony platform vendor ensure and full TCP/IP connectivity between telephony and recording platforms must be secured. *Avaya DMCC can be Windows, but Linux is preferred.

B. **CLIENT RESOURCE SKILL SETS - Setup & Support of OrecX platform**

- **Level 1 - Installation and Administration**
  o Network or System Administrator with basic understanding of Microsoft and/or Linux operating systems, networking protocols, and hardware (Switches/Routers/Firewalls)

  To see how easy the Oreka install process is, please view this brief video:
  https://www.youtube.com/watch?v=ioHrAuXd3xM&t=59s

- **Level 2 - On-going Support**
  o Experience as a support/test/network engineer or systems administrator.
  o Proficient in Unix/Linux (Centos, RHEL, Ubuntu) and Windows command-line
  o Working knowledge of networking concepts (TCP/IP, Routing, Switching, Firewalls, VOIP)
  o Knowledge of any of the following technologies a plus: SQL databases, Apache Tomcat, Web technologies, Java, intrusion detection systems, packet monitoring

- **Working with Oreka open API or REST API**
  o Knowledge of Web Technologies - http, html, web services, Apache and Java