

Infotel Select

Supported Data Sources



Infotel Select supports collection, normalization, enhancement, reporting and analysis of UC/telecom events from a variety of platforms. In addition to the popular platforms listed below, others may be supported – check with your ISI representative for a technical assessment of legacy platform compatibility and pending support enhancements.

| Data Source | | Advanced Reporting & Analytics (1) | Additional Data Source License Fee | Collection Method | | | On-prem data collection comments |
|--------------------|-----------------------------|------------------------------------|------------------------------------|----------------------------------|---------------------|----------------------|---|
| Brand | Platform | | | Select Remote Collection App (2) | Buffer Box Hardware | Direct Push to Cloud | |
| Avaya | Communications Manager | | | ✓ | | | Reliable Session Protocol to Remote Collection |
| | Legacy Nortel | | | | ✓ | | Serial connection to buffer box |
| | Aura | | | ✓ | | | Reliable Session Protocol to Remote Collection |
| | IP Office | | | ✓ | | | TCP/IP Listener to Remote Collection |
| Cisco | CUCM – CDR/CMR | ✓ | | | | ✓ | CUCM initiated SFTP Push to ISI Cloud |
| | CUCM - Native Call Queueing | ✓ | | ✓ | | | API to Remote Collection application |
| | UCCX | ✓ | | ✓ | | | API to Remote Collection application |
| | CUBE | | ✓ | ✓ | | | Radius connection to Remote Collection |
| | Gateway | | ✓ | ✓ | | | Radius connection to Remote Collection |
| | CUCME | ✓ | | ✓ | | | Radius connection to Remote Collection |
| | | | | | | | |
| Microsoft | Skype for Business | | | ✓ | | | SQL query initiated by Remote Collection |
| | Teams | ✓ | | | | ✓ | Customer granted consent for data delivery |
| Misc PBX | NEC (NEAX) | | | ✓ | ✓ | | IP-SMDR to Remote Collection or Serial or TCP/IP connection to buffer box |
| | Unify (Siemens) | | | | ✓ | | Serial or TCP/IP connection to buffer box |
| Audio Codes | SBC | | ✓ | ✓ | | | Radius connection to Remote Collection |
| Oracle | Oracle SBC | | ✓ | ✓ | | | Radius connection to Remote Collection |
| | Acme Packet SBC | | ✓ | ✓ | | | Radius connection to Remote Collection |
| Ribbon | Sonus SBC 1000/2000 | | ✓ | ✓ | | | Radius connection to Remote Collection |

Note 1: Advanced Reporting and Analytics indicates a Data Source producing call event records that are rich in information and enable Infotel Select to report upon call attributes like Ring Time, Abandoned, Related call segments (transfers, redirects etc.), QoS, Queue times, or Agent Status. Please refer to Infotel Select Sample Reports publications for platform-specific features. Data Sources not displaying a check in this column will support basic CDR attributes such as call date, time, duration, calling party number, called party number, trunk facility used, etc.

Note 2: ISI's proprietary Infotel Select Remote Collection application is installed on the customer network with network connectivity to the supported Data Sources and access to the public Internet to facilitate local collection of call event data, temporary local storage, and periodic scheduled secure upload to the ISI cloud for processing, long term storage and reporting. ISI provides this software at no charge when required and it is the customer's responsibility to provide a physical or virtual server upon which the application will run, appropriate network connectivity, and network security rights to support the prescribed connections. Refer to the Remote Collection Server Specs for additional detail.

Note 3: A one-time data source activation fee is applicable for any additional data sources deployed and configured after the initial implementation for all OPS, Cloud and Perpetual Customers. This one-time fee is waived for Cloud Pro Customers only.