

blueButler VoIP Integrations

blueButler uses two methods to integrate with onsite VoIP systems and hosted VoIP services:

1. For hosted VoIP services and some onsite VoIP systems, blueC's secure hosted site (blueButler.com) integrates with the phone platform to capture real-time call events and to extract call recording files
2. For onsite VoIP systems, blueC has a direct blueButler server recording service integration to capture real-time call events and to record phone calls.

The table below lists the available blueButler VoIP integrations and also some that are under consideration.

Check with blueC to verify supportability of any given phone system.

VoIP Platform	Hosted VoIP Carrier	Integration Method	Status
3CX Linux or Windows	n/a	blueButler server	Available
Broadsoft / CTI Group	Primus	blueButler.com	Available
Broadsoft / OrecX	Nextiva	blueButler.com	Available
Broadsoft SIPREC	IrisTel	blueButler.com	Available
Cisco BIB / TAPI	n/a	blueButler server	Available
Cisco Cube SIPREC / JTAPI	n/a	blueButler server	Available
Cisco Gateway / TAPI	n/a	blueButler server	Available
FreePBX	n/a	blueButler.com	Available
GoToConnect	GoTo	blueButler.com	Available
InContact	InContact	blueButler.com	Available
Metaswitch (Perimeta) SIPREC	CallTower	blueButler server	Available
Metaswitch (Perimeta) SIPREC	Grid4	blueButler server	Available
Mitel MiVoice MiTAI / SRC	n/a	blueButler server	Available
Netsapiens	Net2Phone (Netsapiens only)	blueButler.com	Available
Netsapiens	Quantum Leap	blueButler.com	Available
Netsapiens	RingLogix	blueButler.com	Available
Netsapiens	SkySwitch	blueButler.com	Available
Netsapiens	Spectrum VoIP	blueButler.com	Available
Netsapiens	Yovu	blueButler.com	Available
Netsapiens	SE Telecom	blueButler.com	Available
NEWT	Fibernetics	blueButler server	Available
RingCentral	AT&T office@hand	blueButler.com	Available
RingCentral	Avaya Cloud Office	blueButler.com	Available
RingCentral	RingCentral	blueButler.com	Available
RingCentral	Telus Business Connect	blueButler.com	Available
RingCentral	SE Telecom	blueButler.com	Available
Shoretel TAPI / Call Recorder	n/a	blueButler server	Available
United Cloud	United Cloud	blueButler.com	Available
Netsapiens	Affiliated	blueButler.com	Beta test
Netsapiens	Reality Bytes	blueButler.com	Beta test
RingCentral	BT Cloud Work	blueButler.com	Beta test
Netsapiens	VegaNext	blueButler.com	Final test
OnSIP	OnSIP	blueButler.com	Final test
BICOM	Bridge	blueButler.com	In Development
Microsoft Teams	n/a	blueButler.com	TBD
Zoom	Zoom	blueButler.com	TBD
Cisco Webex	Cisco	blueButler.com	TBD
Windstream (Broadview)	Windstream	blueButler.com	TBD

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VoIP Platform	Hosted VoIP Carrier	Integration Method	Status
Lightspeed	Lightspeed	blueButler.com	TBD
8x8	8x8	blueButler.com	TBD
BICOM	BICOM	blueButler.com	TBD
Fuze	Fuze	blueButler.com	TBD
Grandstream	n/a	blueButler.com	TBD
Vonage	Vonage	blueButler.com	TBD

Alternative – Onsite VoIP Tap integration method

Other VoIP systems that do not have an integration with either blueButler.com or the blueButler recording services are supported through the use of onsite passive taps that capture VoIP packets data from the mirror port of the onsite network switch (note – packets must be unencrypted in order to be processed using the tap method). blueC offers taps that support SIP phones as well as proprietary VoIP phones from many manufactures such as Avaya, Panasonic, Cisco, NEC, and others.