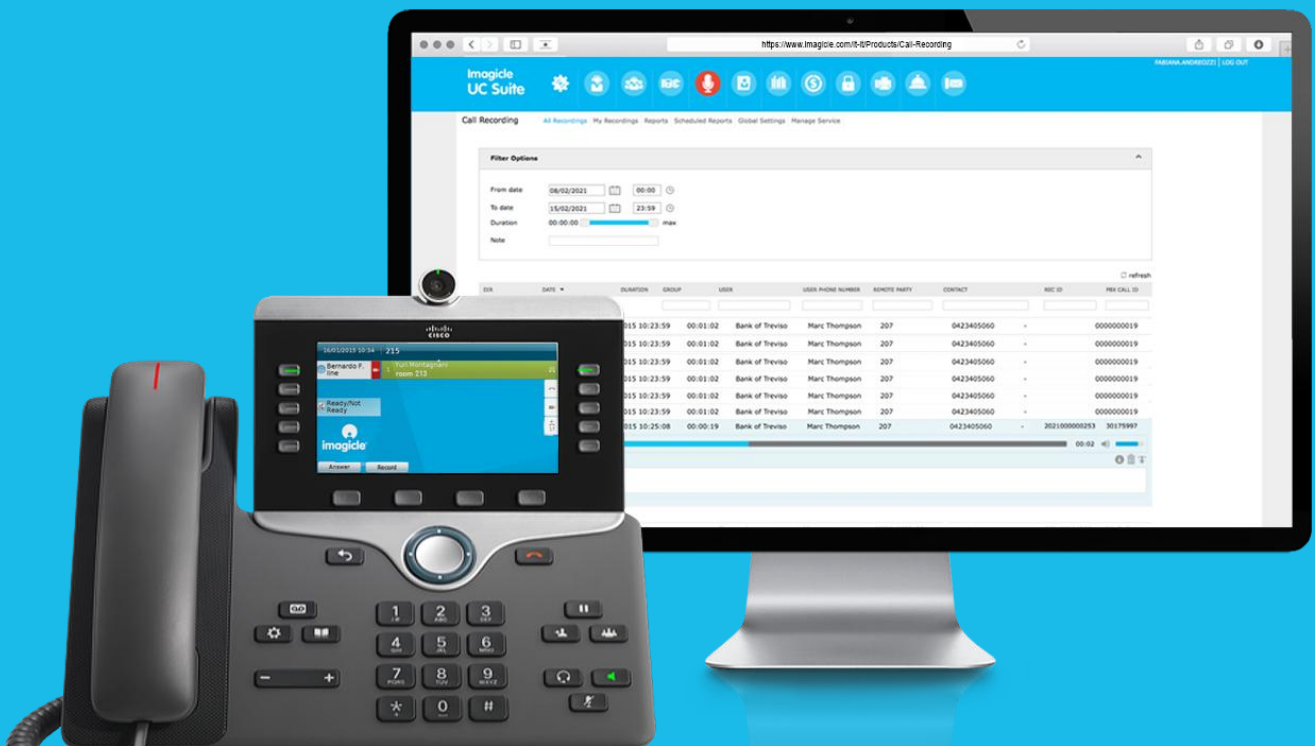


Call Recording and Screen Recording

User Guide

Included in the Imagicle UCX Suite for Cisco Webex Calling MT

Rel. Winter 2026



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Introduction

Purpose of this document

This guide has been created to allow Imagicle Call and Screen Recording users to access to the list of recorded conversations and screen captures performed by all enabled employees within own company.

Imagicle Call recording allows users to access to own recordings through web portal and Cisco Webex clients.

The access is fully managed by an intuitive and easy to use interface, available in seven different languages: English, German, French, Spanish, Arabic, Polish and Italian.

1.1 Imagicle UCX Suite overview

Imagicle Call and Screen Recording are included in the UCX Cloud Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

The Imagicle UCX Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Webex Desktop clients, MPP Phones, and web browsers.

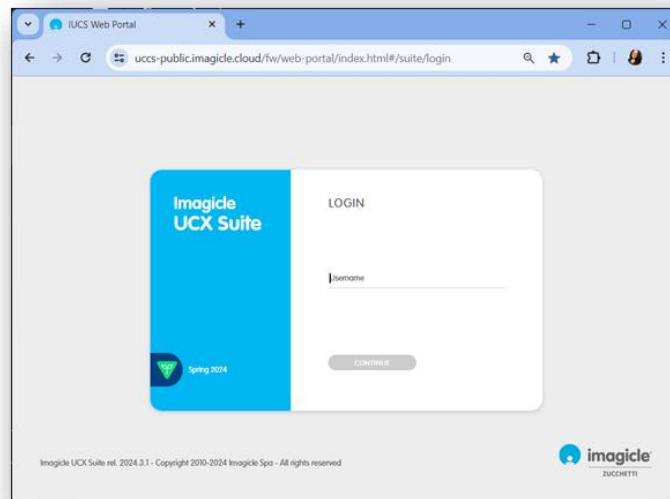
All the applications are accessible through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager, UCX Console, Advanced Queueing, and more.

The web interface provides a single integrated environment to get access to all functionalities by logging in once.

In an international multi-site environment, each user has a localized access to Imagicle server with own language.

Imagecle User's Web Portal

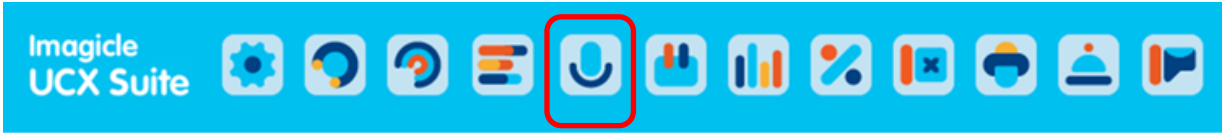
Imagecle UC Cloud Suite provides a web portal, that you can access with your own credentials. Just open a supported web browser, like Firefox, Chrome or Safari, and enter the https URL of Imagecle Cloud Instance. This will bring the Imagecle Suite login page:


















Users' credentials are typically the same as Webex login. In case you need to access to the list of recordings for a Virtual Line or a Workspace, you have two options:

- Access with local, individual username/password. Please ask your administrator for the proper credentials.
- Access with the Group Supervisor Webex credentials, in charge of monitoring a group of users, virtual lines and workspaces.

Once logged in, Imagecle Suite's main menu is displayed, showing all applications available to users. Pls. click on "Call Recording" icon to access relevant web pages.



Welcome admin

 UCX Console	 Advanced Queueing	 Auto Attendant	 Virtual Agents ↗	 Call Recording
Discover More  Screen Recording ↗	Try now for free  Voice Analytics ↗	 Contact Manager	 Call Analytics	 Budget Control
 Phone Lock	 Digital Fax	 Hotel Services	 VoiceMail	 Administration

IMPORTANT Based on your privilege, you can have access to your recordings only (simple user) or to all recordings of your recording group (supervisor).



1.2 Call and Screen Recording Search & Play

“My Recordings” web page appears. This page allows you to browse and search for all your recordings. By default, this page shows recordings related to the last seven days. It is possible to apply several different filters to narrow the search to a portion of specific recordings. Available filters are:

- Date/time interval
- Recording duration interval
- Calling platform call ID
- Imagicle ID
- Note content

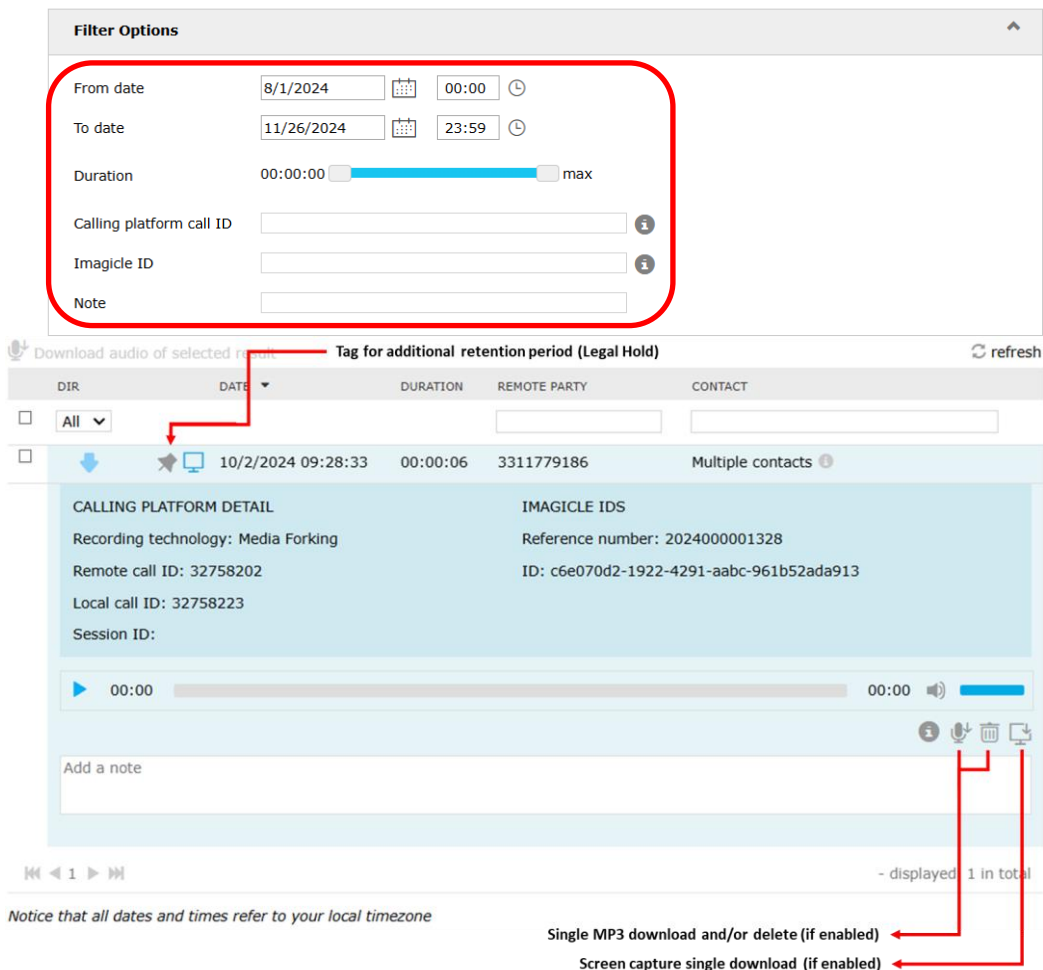
Once filters have been applied, please click on “Refresh” to update recordings list.

Once desired recordings list appears on web page, it is possible to apply further filtering based on:

- Call direction
- Remote calling/called party
- Remote contact name (if Contact Manager Enterprise is available, too)

By clicking on any recording entry, you can listen to voice recording, read various Calling Platform and Imagicle ID details, read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the voice recording on local PC as unencrypted MP3, save the screen recording as “webm” video file, tag the recording for a longer retention and delete the recording itself. See below sample.

Call Recording All Recordings **My Recordings** Reports Scheduled Reports



The screenshot displays the 'My Recordings' interface. At the top, there are navigation tabs: 'Call Recording', 'All Recordings', 'My Recordings' (highlighted with a red box), 'Reports', and 'Scheduled Reports'. Below the tabs is a 'Filter Options' panel with a red border. The filters include: 'From date' (8/1/2024, 00:00), 'To date' (11/26/2024, 23:59), 'Duration' (00:00:00 to max), 'Calling platform call ID', 'Imagicle ID', and 'Note'. Below the filters is a table of recordings. The first row is selected and expanded to show details: '10/2/2024 09:28:33', '00:00:06', '3311779186', and 'Multiple contacts'. The details section includes 'CALLING PLATFORM DETAIL' (Recording technology: Media Forking, Remote call ID: 32758202, Local call ID: 32758223, Session ID) and 'IMAGICLE IDS' (Reference number: 202400001328, ID: c6e070d2-1922-4291-aabc-961b52ada913). Below the details is a playback player with a progress bar at 00:00. At the bottom right, there are icons for 'Add a note', 'Info', 'Microphone', 'Delete', and 'Download'. Red arrows point from these icons to labels: 'Tag for additional retention period (Legal Hold)' points to the 'Info' icon, 'Single MP3 download and/or delete (if enabled)' points to the 'Microphone' icon, and 'Screen capture single download (if enabled)' points to the 'Download' icon. A footer note states: 'Notice that all dates and times refer to your local timezone'.



If you are a group Superuser, you can also access to “**All Recordings**” page, which includes all recordings performed by all member of your recording group. Search parameters and filtering options are the same as “My Recordings” web page.

Downloaded webm screen captures can be played by using an off-the-shelf video player, like VLC.

Both “My Recordings” and “All Recordings” Search and Play web page allows to download multiple voice recordings (up to 20) in one shot, retrieving them into a zip file. Just select required recordings by using the leftmost flag option and hit “Download selected results” button on top of the list. Same flag option also allows to delete multiple recordings at once. See below sample:

Download selected results (3) Remove selected results (3)

DIR	DATE	DURATION	GROUP	USER	USER PHONE NUMBER	REMOTE P
<input type="checkbox"/>	All			stefano		
<input type="checkbox"/>	↓	06/04/2021 14:19:35		Stefano Manuzzato	725	3409310
<input checked="" type="checkbox"/>	↓	06/04/2021 14:19:17		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	↓	06/04/2021 09:41:40		Stefano Manuzzato	725	0514196
<input type="checkbox"/>	↓	06/04/2021 09:41:21		Stefano Manuzzato	725	201
<input checked="" type="checkbox"/>	↑	02/04/2021 15:07:39		Stefano Raffaelli	221	0328387

If you have a "Record Only" user profile, you can record your calls, but the system prevents you from accessing any of the recordings. Consequently, the Search and Play portals across the various tool will have the same restriction.

Thanks to latest Webex API support, recorded conversations are saved with stereo audio, with local party on left channel and remote party (or conference participants) on right channel.



Call Recording – Cisco IP Phones Usage

Call Recording works by using Cisco Webex Calling MT native integration to trigger conversation recording in both “Always on” mode and “On-demand” mode. Recording is supported by all MPP Cisco phones registered to Webex Calling MT calling platforms.

Always-On Recording

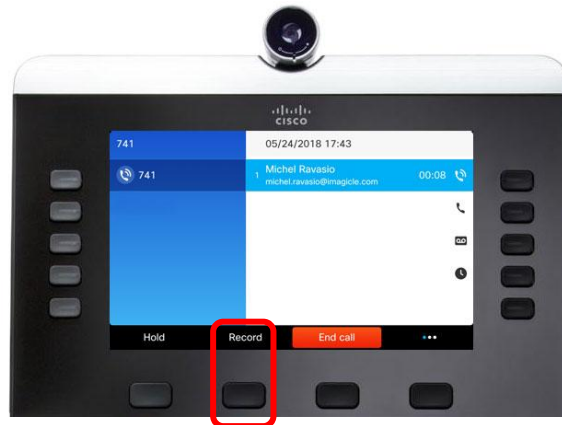
If your phone is enabled for “Always-on” recording, then your conversation is automatically recorded without any specific user action.

On-Demand Recording

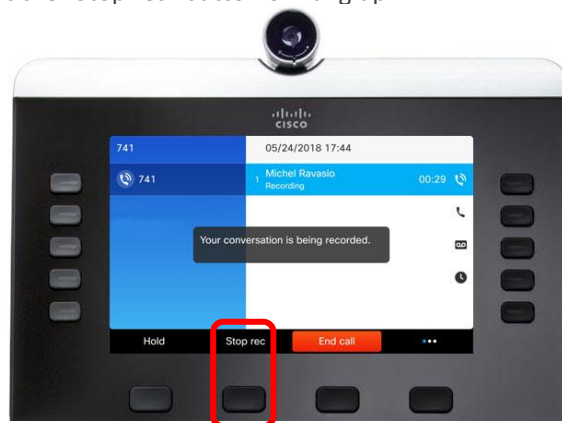
In case your phone is enabled for “On-demand” or “Live Keep”, a specific “**Record**” button is included in phone display during the conversation.

Recording Start-Stop via Soft-key Button (On-demand only)

In this case, the “**Record**” button appears on phone display during phone conversation. See sample below: Just click this button to start the recording



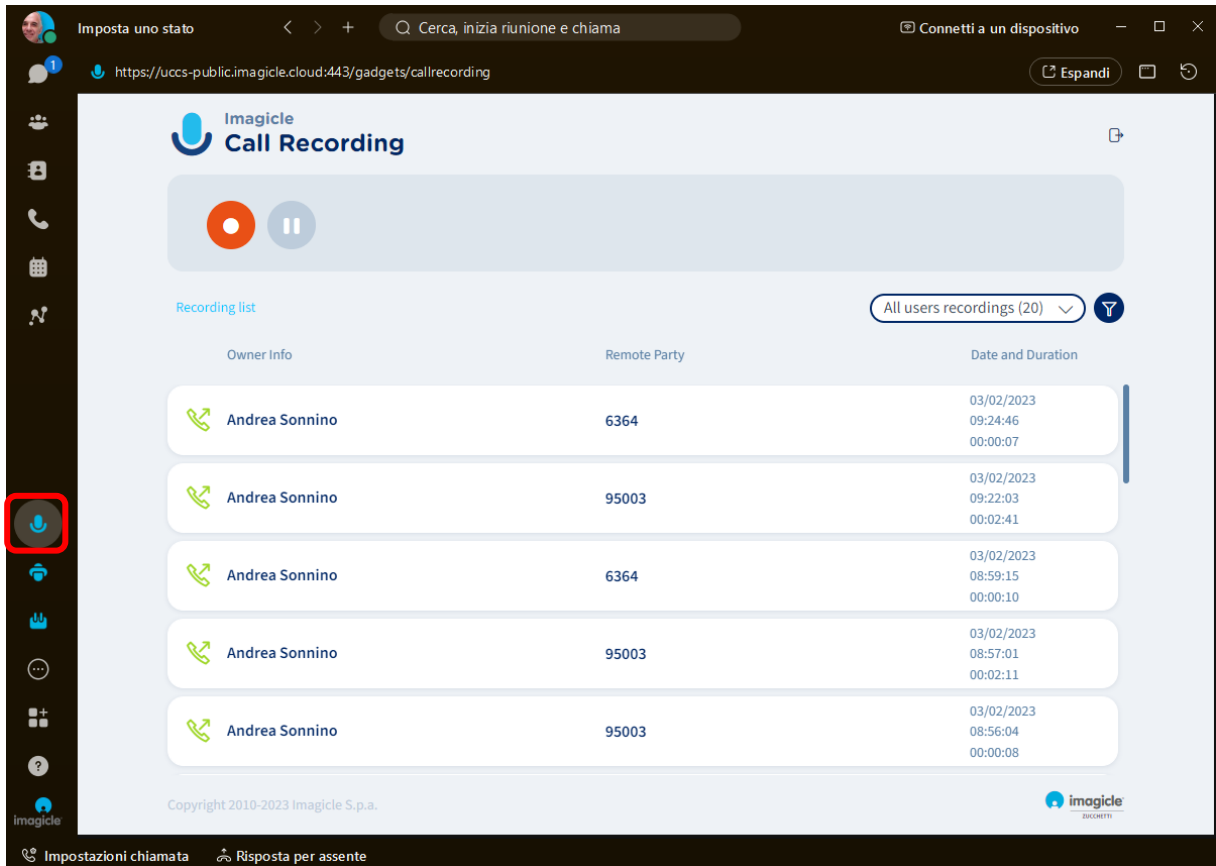
To stop recording, just hit the “Stop rec” button or hang up.



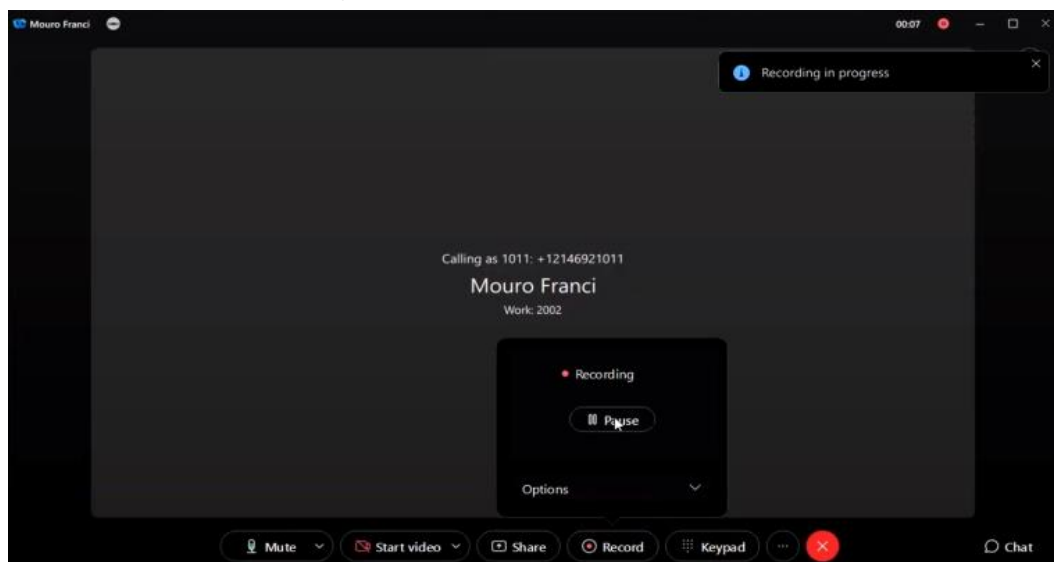
Once recording starts, Pause rec button appears. To resume recording, hit Resume rec button.

2 Gadget for Cisco Webex Desktop client

Call Recording application includes a free gadget, called **Call Recording**, which allows you to browse and playback existing recordings. You can login to gadget by leveraging same credentials you use for web portal. The administrator can decide to keep the gadget session alive for a long period of time, as per your local policies.



It is possible to manually start the recording (on-demand mode) by hitting the "Record" button, appearing at the bottom of Webex current call window. Once started, recording can be paused, resumed or ended from the Cisco client. See below screenshot sample:





NOTE: Please ignore start/stop button appearing at the top of Imagicle gadget. They are not used in a Webex Calling MT environment. Pause/Resume button on gadget is supported in all Imagicle Call Recording license types, except "Essentials".


Call Recording Gadget allows you to browse and search for your own recordings and, for group superuser, to all recordings performed by your group members.

It is possible to apply several different filters to narrow search to a portion of specific recordings. Available filters are:

- Date/time interval
- Recording duration interval
- Note content

Once filters have been applied, please wait for recordings list to auto-Refresh every 15 seconds.

By clicking on any recording entry, you can listen to voice recording, read various Calling Platform and Imagicle ID details, read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the recording on local **workstation** as unencrypted MP3, tag the recording for a longer retention (PRESERVE button) and delete the recording itself. See below sample:


DATE	07/11/2024
TIME	11:19:02
DURATION	00:00:02
DIRECTION	 Outgoing

CALLING PLATFORM DETAIL	
Recording technology	Media Forking
Remote call ID	21650593
Local call ID	21650592
Session ID	59f60e5400105000a0000029c2c88d7f

IMAGICLE IDS	
Reference number	2024000000019
ID	08d21685-ce39-4f24-b137-f749049b375d

RETENTION	Not preserved Deletion is planned for 11/7/2028 11:19:02 AM
------------------	----------------------------------------------------------------

Click to extend the deletion time to 11/7/2038

 **PRESERVE**

Important: internal "Calls on Webex" are not recorded, because they are not leveraging Webex Control Hub.



3 Call Recording reports

Call Recording reports are only accessible by administrators and Group superusers, by selecting relevant “**Reports**” option from Call Recording web interface.

In this section there are two report panels available: **Traffic Analysis** and **Volume Analysis**. Both panels include a set of preconfigured and ready to use reports, supplied by Imagicle with each Call Recording installation. The reports can be further customized, using filters and groupings.

Traffic Analysis ▼

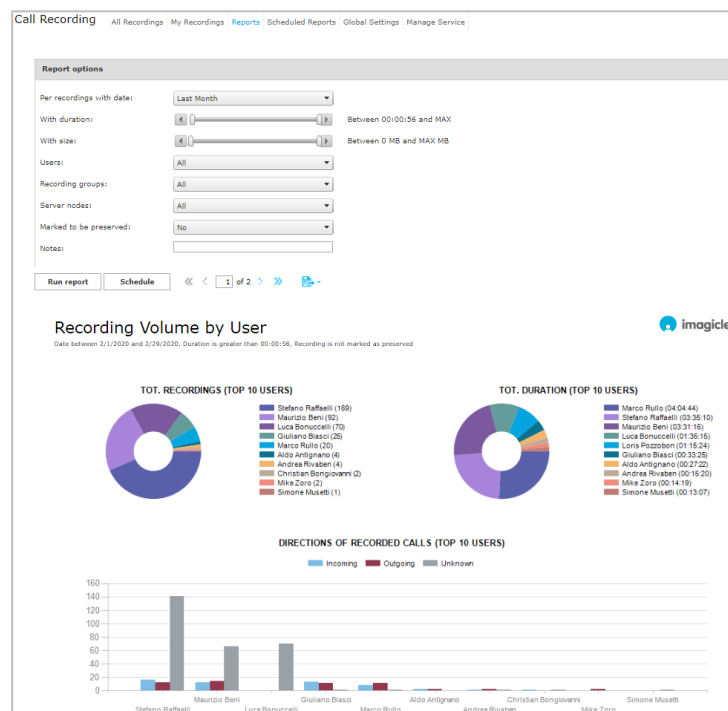
- Recording List** - It shows recorded calls
- Recording Busy Channels** - It shows the relation between the licensed channels and the recordings in a time period

Volume Analysis ▼

- Recording Volume by User** - It shows recorded call volume by user
- Recording Volume by Group** - It shows recorded call volume by group
- Recording Volume by Server Node** - It shows recorded call volume by server node

You can launch reports using default filter settings, by just clicking on “**Run report**” button. Otherwise, you can tweak “**Report options**” and change filter settings to fit your needs.

Please have a look at below screenshot sample:

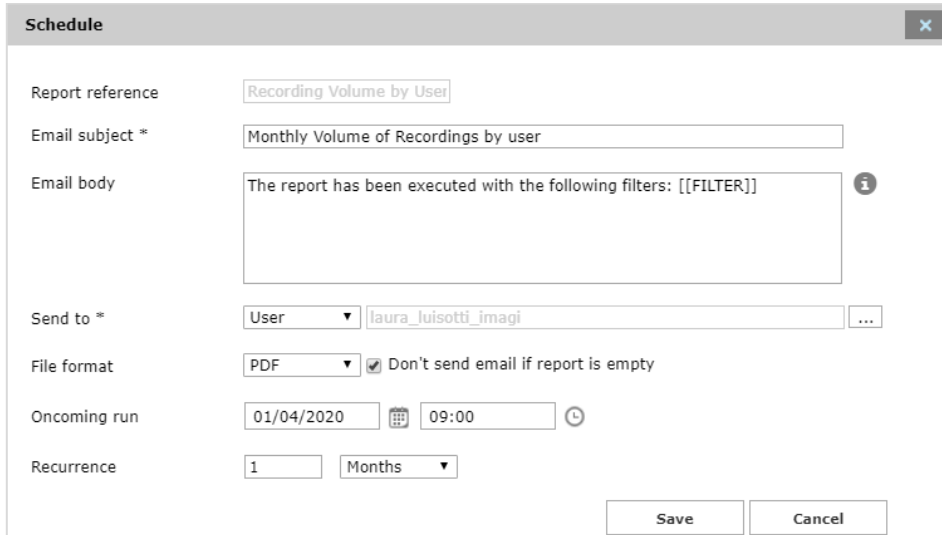


When the filter setup is done, you can click on “**Run report**” to get the results based on the selected filters. Once the report has been executed, you can export report as PDF, Word or Excel format.





Reports can be configured to be automatically sent by email to one or several email recipients with specific intervals, making it possible to get the needed reports directly through your email account without accessing the web portal.

This is accomplished by clicking on the “**Schedule**” button. Here you can set email subject, body text, email address or user, report format (Excel or PDF) and schedule the recurrence. Reports can be scheduled on an hourly, daily, weekly or monthly base. See a sample screenshot below:



Each scheduled report is listed into “**Scheduled Reports**” Call Recording menu.

Refresh						
ACTIVE	REPORT REFERENCE	SCHEDULE DETAILS	CREATED BY	ONCOMING RUN	LAST RUN	NOTES FROM LAST RUN
<input checked="" type="checkbox"/>	Recording Volume by User	Send PDF every 1 Month(s) to laura_luisotti_imagi	Andrea Sonnino	01/04/20 09:00		 



4 Call Recording – Email Notifications

If the Administrator enabled this feature, you can automatically receive an email, at the end of each recorded call, including the following data:

- Recording date/time
- Recording ID
- Recording duration
- Remote phone number

MP3 recording content is attached to email notification, if it doesn't exceed a configured size limit. Else, you just receive the notification without any attachment. See screenshot below.

