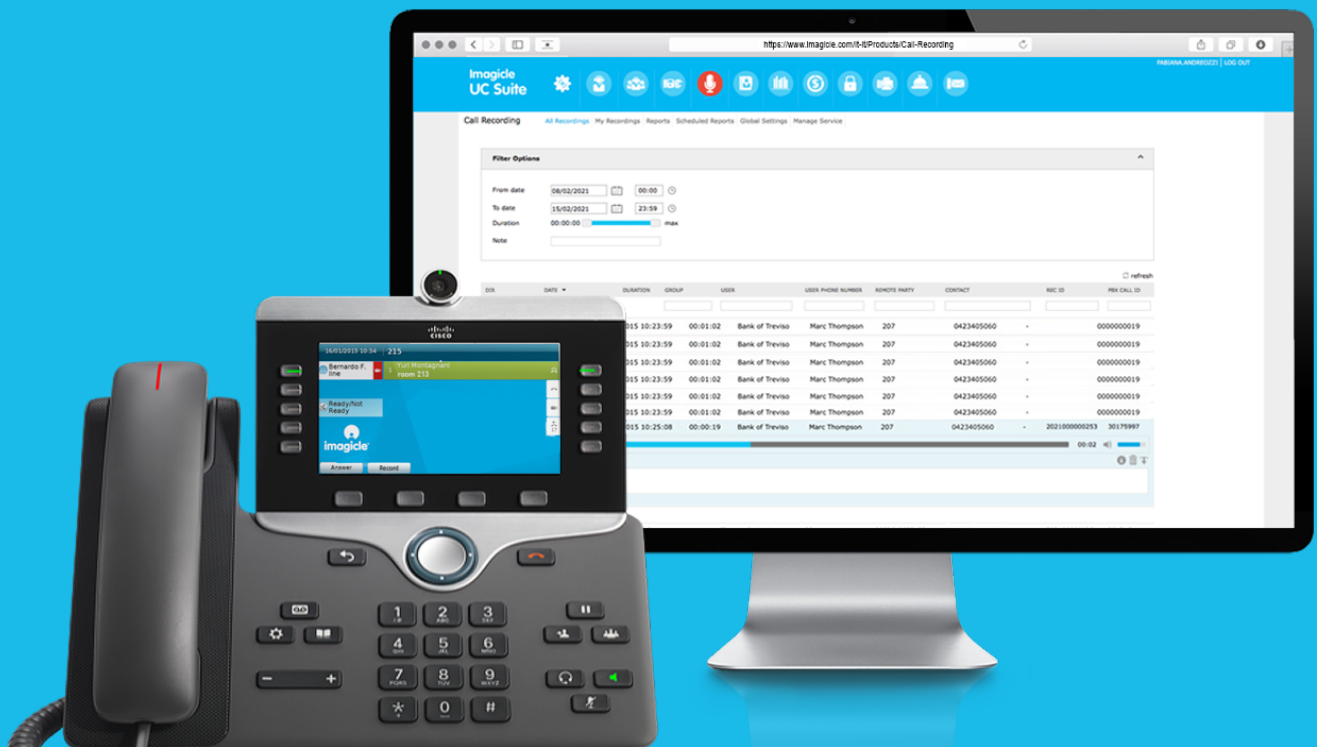


Call Recording and Screen Recording

User Guide

Included in the Imagicle UCX Suite for Cisco Webex Calling MT

Rel. Summer 2026



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Introduction

1.1 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.

1.2 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.

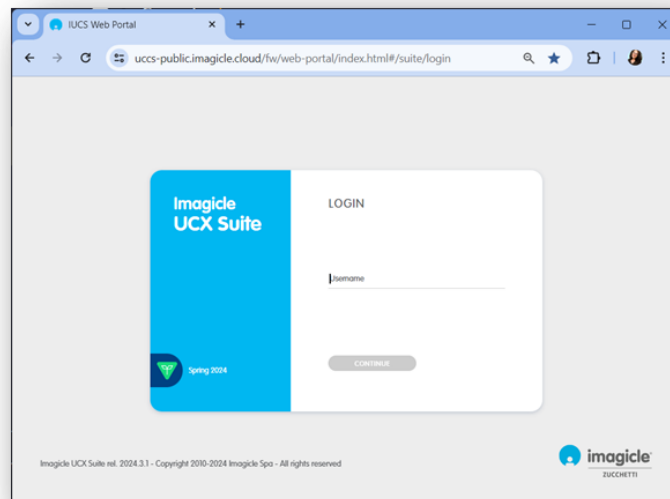
All the applications are accessible through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager, UCX Console, Advanced Queueing, and more.

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.

Imagicle User's Web Portal

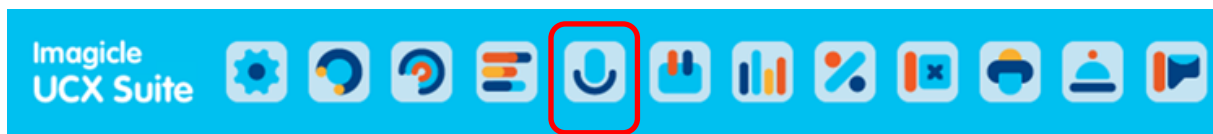
Imagicle UC Cloud Suite provides a web portal, that you can access with your own credentials. Just open a supported web browser, like Firefox, Chrome or Safari, and enter the https URL of Imagicle Cloud Instance. This will bring the Imagicle Suite login page:



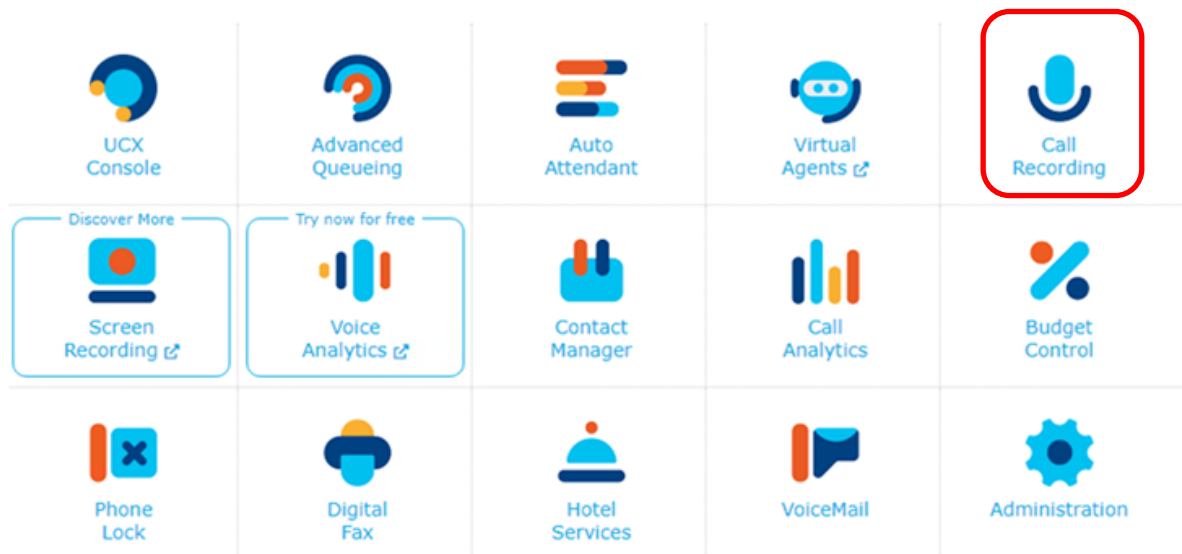
Users' credentials are typically the same as Webex login. In case you need to access to the list of recordings for a Virtual Line or a Workspace, you have two options:

- 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, Imagicle 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



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

1.3 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

Filter Options

From date:

To date:

Duration: max

Calling platform call ID:

Imagicle ID:

Note:

🔊 Download audio of selected recordings
🏷️ Tag for additional retention period (Legal Hold)
🔄 refresh

DIR	DATE	DURATION	REMOTE PARTY	CONTACT
☐	All			
☐	10/2/2024 09:28:33	00:00:06	3311779186	Multiple contacts

CALLING PLATFORM DETAIL
 Recording technology: Media Forking
 Remote call ID: 32758202
 Local call ID: 32758223
 Session ID:

IMAGICLE IDS
 Reference number: 2024000001328
 ID: c6e070d2-1922-4291-aabc-961b52ada913

▶ 00:00 00:00 🔊

📄 🗑️ 🔄

Add a note

⏮️ ⏪ 1 ⏩ ⏭
- displayed 1 in total

Notice that all dates and times refer to your local timezone

Single MP3 download and/or delete (if enabled)
Screen capture single download (if enabled)

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
☐	All ▼				stefano ✕		
☐	↓	06/04/2021 14:19:35	00:11:05		Stefano Manuzzato	725	3409310
☒	↓	06/04/2021 14:19:17	00:00:15		Stefano Manuzzato	725	201
☒	↓	06/04/2021 09:41:40	00:26:00		Stefano Manuzzato	725	0514196
☐	↓	06/04/2021 09:41:21	00:00:16		Stefano Manuzzato	725	201
☒	↑	02/04/2021 15:07:39	00:00:18		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.

1.4 Always-On Recording

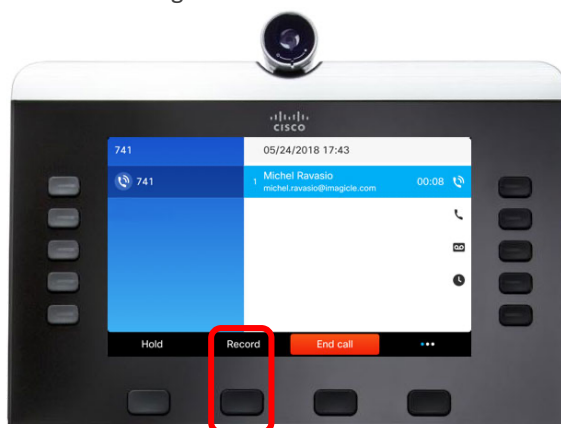
If your phone is enabled for “Always-on” recording, then your conversation is automatically recorded without any specific user action.

1.5 On-Demand Recording

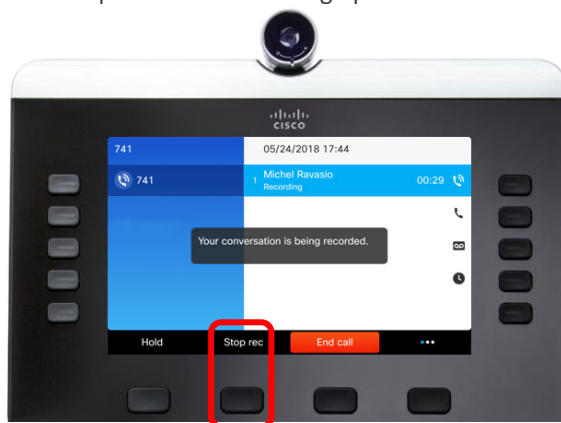
In case your phone is enabled for “On-demand” or “Live Keep”, a specific “**Record**” button is included in phone display during the conversation.

1.6 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.

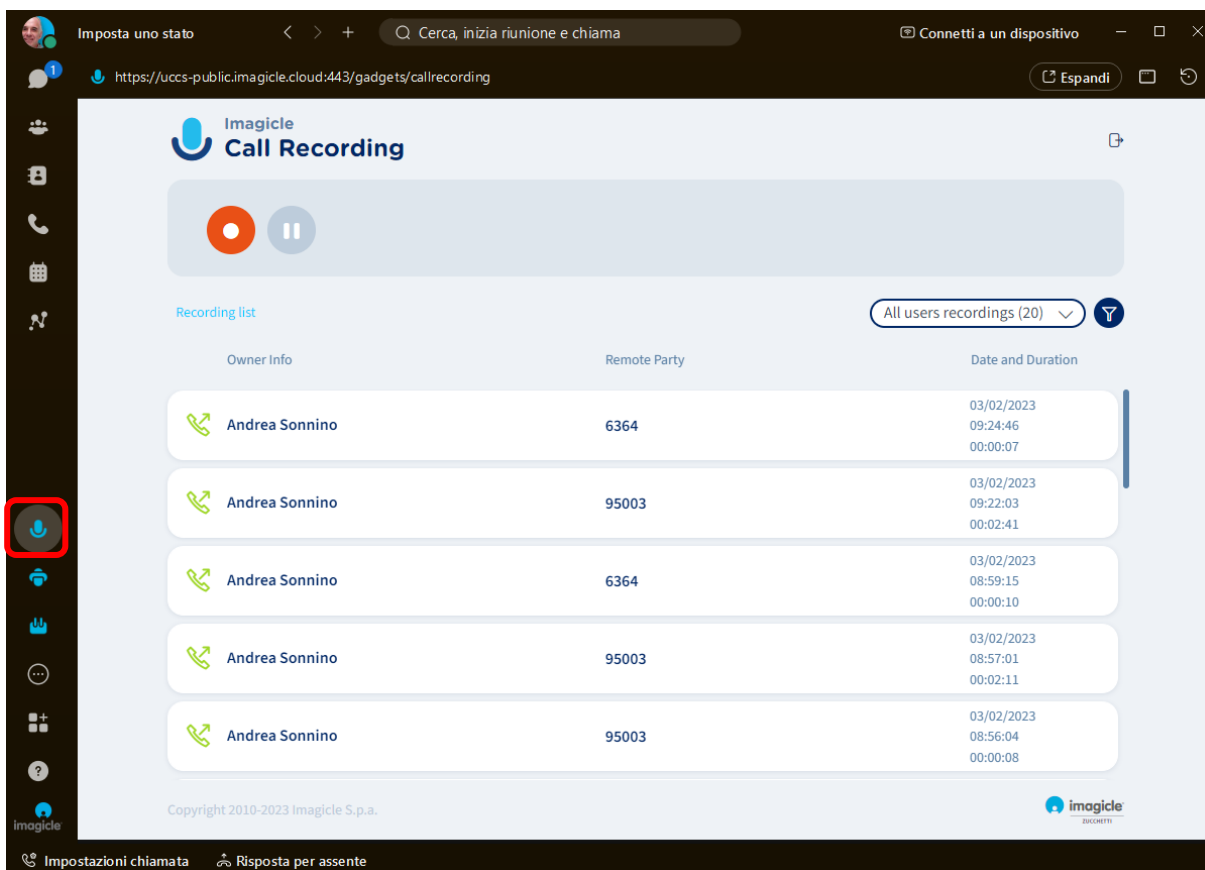




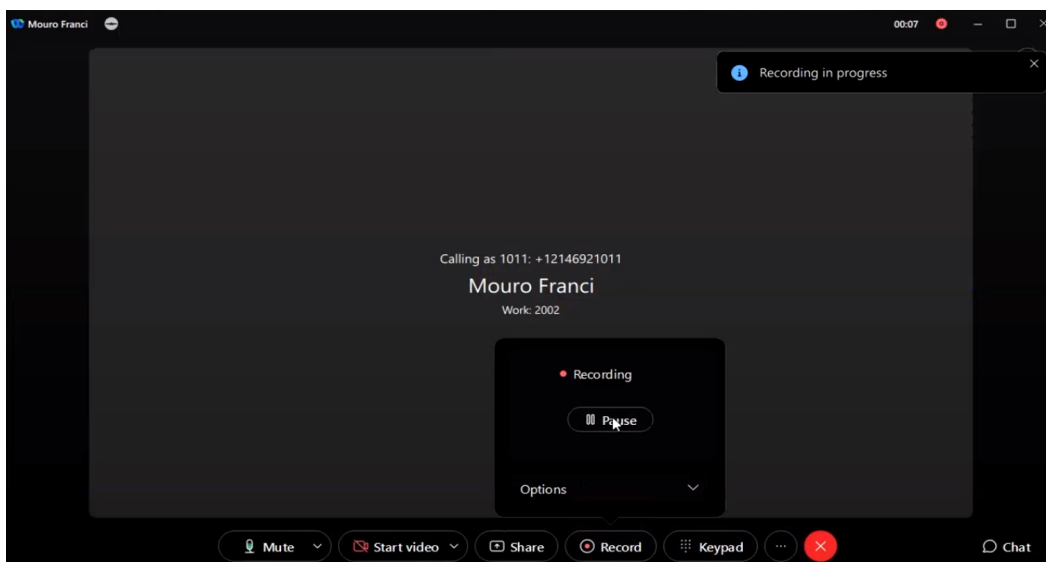
Once recording starts, Pause rec button appears. The user MUST hit this button to temporarily stop the recording while collecting cardholder data or other card data. In this way Imagicle does not directly transmit, process, or store cardholder data when providing these services. User can resume/unmute the recording by hitting the 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:



The user **MUST** hit the Pause button to temporarily stop the recording while collecting cardholder data or other card data. In this way Imagicle does not directly transmit, process, or store cardholder data when providing these services. User can resume/unmute the recording by hitting the Resume button.

NOTE: Please ignore start/stop button appearing at the top of Imagicle gadget. They are not used in a Webex Calling MT environment.

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:

DATE07/11/2024
TIME11:19:02
DURATION00:00:02
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

RETENTIONNot 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 ▼

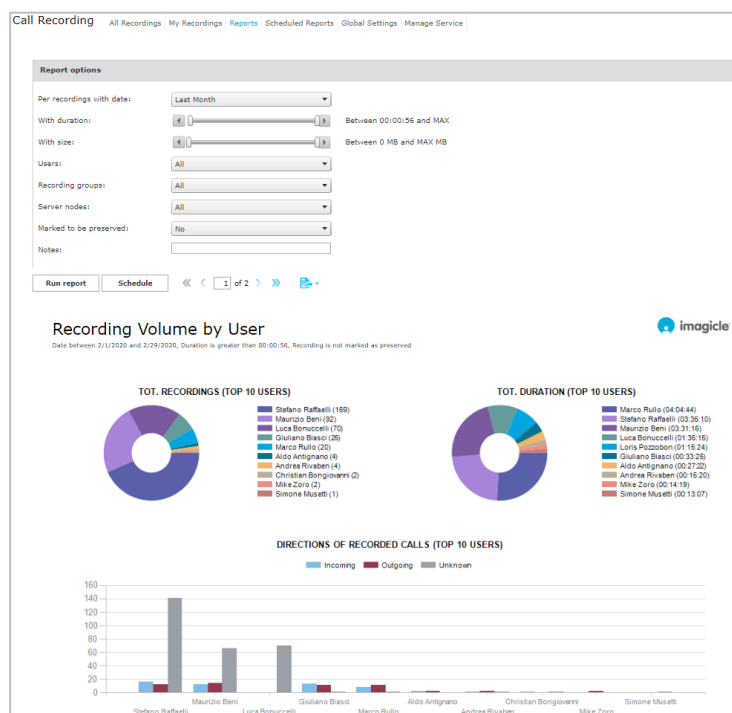
Recording Volume by User - It shows recorded call volume by user

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:

Schedule

Report reference

Recording Volume by User

Email subject *

Monthly Volume of Recordings by user

Email body

The report has been executed with the following filters: [[FILTER]]

Send to *

User

laura_luisotti_imagi

File format

PDF

☒ Don't send email if report is empty

Oncoming run

01/04/2020

09:00

Recurrence

1

Months

Save

Cancel

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
☒	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.

