Call Recording and Screen Recording for Cisco UCM Calling Platform

User Guide

Included in the Imagicle UCX Suite for Cisco UC

Rel. Spring 2024





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1 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 and Screen Recording allows users to access to own recordings through web portal and Cisco Jabber/Webex clients.

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

1.2 Imagicle UCX Suite overview

Imagicle Call Recording and Screen Recording are included in the UCX 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 Jabber Desktop and Mobile clients, Webex Desktop clients, IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications are accessible through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager, Attendant 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.





2 Imagicle User's Web Portal

Imagicle UCX 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 name or IP address of Imagicle server. This will bring the Imagicle Suite login page:

V . IUCS Web Portal	× +		– o ×
← → C 📼 uc	cs-public.imagicle.cloud/fw/web	o-portal/index.html#/suite/login	ৎ ★ 🖸 🡙 :
	Imagicle UCX Suite	LOGIN	
		Usemame	-
	Spring 7024	сонтяше	
Imagicle UCX Suite rel. 2024.3.1	1 - Copyright 2010-2024 Imagicle Spa - All rig	hts reserved	с imagicle zuccнети

Normally, users' credentials are the same as Windows PC logon (Active Directory). Pls. contact your IT administrator for further details.

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





Welcome Stefania Solivardi



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





2.1 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 last seven days. 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 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)
- Unique recording ID (assigned by the application)
- PBX Call ID (Cisco UCM only)

By clicking on any recording entry, you can listen to voice recording and 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	My Recordings
----------------	---------------

Filter Options											
from date	01/02/2017		00:00	(
to date	10/05/2017		23:59	Ŀ							
duration	00:00:00		c	0:01:55							
note				J							
Download audio of select	ted result 🛛 🔟 Remo	ve selected res	ult								C refr
DIR	DATE 👻	DURATION	GROUP	USER		USER PHONE NUMBER	REMOTE PARTY	CONTACT	RE	EC ID	PBX CAI
All 🗸											
🛉 🖈 🖵	27/10/2022 16:56:2	5 00:00:30		NWWUqfmEXZ		111	222	-	1		
▶ 00:00										00:00 🛋	-
										Ęł (1 I I
Add a note											
	-> Screen reco	rding availa	able		Sav	e screen recordin	g on local works	tation as webm file	-		
	Flag recording	for longer i	retention		S	ave audio recordi	ing on local worl	station as MP3 file	-		J
A	dd/view a note a	- sociated to	a this reco	rding				Delete record	ling 🔶		

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 leftmost flag option and hit "Download selected results" button on top of the list. Same flag option also allow to delete multiple recordings at once. See below sample:

∓ Do	ownload selected re	sults (3) 🛛 🏛 Remove se	lected 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 and screen, but the system prevents you from accessing any of the recordings. As a consequence, the Search and Play portals across the various tool will have the same restriction.

If latest Cisco "Built-in Bridge" technology is implemented in your company, recorded conversations are saved with stereo audio, with local party on left channel and remote party (or conference participants) on right channel.





3 Call Recording – Cisco IP Phone Usage

Call Recording works by using latest Cisco "Built-in Bridge" technology to trigger conversation recording in both "Always on" mode and "On-demand" mode. Built-in Bridge is supported by third generation Cisco phones (69xx, 79xx, 89xx, 99xx or later) including the DX series, registered to Cisco UCM or BroadWorks calling platforms.

3.1 Always-On Recording

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

3.2 On-Demand and Live Keep 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.

3.2.1 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.







3.2.2 Recording Start-Stop and Pause-Resume via Button template

This template, available for both On-demand and Live Keep recording methods displays "**Record**" button on phone screen, as an always present Service Button Url. See sample below:

		-	
103	30 Mar 10:25		
 Emmeth Brown 	1 104	00:13 🕅 👔	
Record			5
		0	5
1			Ð
	out could	Chaux datail	Ð
E	nd call Park	Show detail	

Just click this button to access to the call recording service, as in picture below.



Within the call recording phone service screen, you can trigger the recording of current call. If Live Keep method is in use, the whole conversation will be recorded from the beginning.





Once recording starts, Pause and Stop buttons appear, as in picture below. In case Pause and Stop buttons do not appear, just click again on Record Button and they will be displayed.



By hitting the Pause button, you can mute current recording. You can Resume/unmute the recording by hitting the related button, as in picture below.



To stop recording, just hit the Stop button (it might be required to access again the Record service hitting the related key) or hang up.







4 Gadget for Cisco Jabber & Webex client

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

🔊 Cisco Ja	bber		-		×	- 🦣 Impo.	< > + Q Cerca, in		🗈 Connetti a un dispositivo 🛛 🗖 🗖
	claudio.ferrari@in In a meeting	nagicle.com			⇔		https://uccs-public.imagicle.cloud:443	3/gadgets/callrecording	🖸 Espandi 🗖
Q Sear	ch or call				0	*	Imagicle		
1	Call Recor	rdina			-	8	Call Recording		
Contacts					_	e.			
				5	EARCH	m			
Chats	user remote party or numb	claudio			3		Recording list		All users recordings (20) 🗸
0	from date		00:00			N			
C	to date	27/03/2018	2359 🕒				Owner Info	Remote Party	Date and Duration
Recents	duration note	02:00:00		-	max		K Andrea Sonnino	6364	03/02/2023 09:24:46
31	All users recordings	~		11 recording	s found	0	•		00:00:07
Meetings	Claudio Ferrari	multiple contacts @ 36683?	(B)	018 155958 001250 U	~		Mandrea Sonnino	95003	03/02/2023 09:22:03
	Claudio Ferrari	multiple contacts @ 365832	22/03/2	00:00:27 t			S Andrea Sommo	95005	00:02:41
**	Claudio Ferrari	multiple contacts () 366833	22/05/2	00102:06 C					03/02/2023
Pickup	Claudio Ferrari	multiple contacts @ 366833	22/03/2	000006			🔇 Andrea Sonnino	6364	08:59:15
	Claudio Ferrari	multiple contacts @ 366833	22/03/2	018 14:50:35 00:00:03		•			00:00:10
2	Claudio Ferrari	0190	21/03/2	00:00:33		<u>44</u>	Andrea Sonnino	95003	03/02/2023 08:57:01
Speedy	Claudio Ferrari	0190	21/03/2	018 09:53:44 00:00:12		\odot	Č		00:02:11
-	Claudio Ferrari	multiple contacts @ 366833	20/03/2	018 10.5430 00.03.04 C			K Andrea Sonnino	05003	03/02/2023 08:56:04
StoneFax	Claudio Ferrari	multiple contacts @ 366833	20/03/2	00:01:06		88	Milling Southing	95003	08:56:04
stoneFax	Claudio Ferrari	multiple contacts @ 366833	20/03/2	018 104844 000045 1		0			03/02/2023
	Claudio Ferrari	multiple contacts @ 366833	20/03/2	0000004 C		Co Co	pyright 2010-2023 Imagicle S.p.a.		
	Copyright 2010-2018 Im			lum at	gicle	imagicle			2000617

It is possible to start the recording by hitting the record button, circled in red in the picture above. Once started, recordings can also paused • resumed > and/or ended • from the Cisco client.

Cisco Ja	bber				1	×	🔊 Cisco Jal	bber			- C	C
••	claudio.ferrari@imag	gicle.com				\$		claudio.ferrari@ima In a meeting, on a call	gicle.com			
0190					8		Q 0190					8
						21 C						
2	Call Recordi	ng					1	Call Record	ing			
tacts	00:12	2				0190	Contacts		18			
					52	ARCH						
ats	user remote party or number	ciaudio				3	Chats	user remote party or number	ciaudio			
0	from date	20/03/2018	00:00	٢			G	from date	20/03/2018	00:00	٢	
1	to date	27/03/2018	23:59	0			C	to date	27/03/2018	23:59	٢	
nts	duration note	00:00:00				max	Recents	duration note	00:00:00		_	
	All users recordings	1		11 /00	ordings	found	MIN	All users recordings			11 re:	cordie
1	Claudio Ferrari	multiple contacts	ø	22/03/2018 15:59:5 00:12:5		~	31	Claudio Ferrari	multiple contacts @ 366833		22/03/2018 15:59:5 00:12:5	
ngs	Claudio Ferrari	multiple contacts @ 366833		22/03/2018 15:59:0 00:00:2			Meetings	Claudio Ferrari	multiple contacts 0 365832		22/03/2018 15:59:0 00:00:2	
•	Claudio Ferrari	multiple contacts @ 366833		22/03/2018 15:56:4 00:02:0	2 0 B			Claudio Ferrari	multiple contacts @ 366833		22/03/2018 15:56/4 00:02:0	20 B
p	Claudio Ferrari	multiple contacts @ 366833.		22/03/2018 14:56:4 00:00:0	6 C		Pickup	Claudio Ferrari	multiple contacts @ 366833		22/03/2016 14:564 00:000	55 C
	Claudio Ferrari	multiple contacts 0 36683?		22/03/2018 14:50:3 00:00:0	3 u			Claudio Ferrari	multiple contacts @ 3668337228		22/03/2018 14:50:3 00:00:0	3 5
	Claudio Ferrari	0190	₽	21/03/2016 11:09:3 00:00:3	2 C			Claudio Ferrari	0190	₽	21/03/2016 11:09:3 00:00:3	9 33 C
dy	Claudio Ferrari	0190		21/03/2016 09:53:4 00:00:1	4 u		Speedy	Claudio Ferrari	0190		21/03/2018 09:534 00:00:1	4 4
	Claudio Ferrari	multiple contacts @ 366833?		20/03/2018 10:54:3 00:03:0	u n			Claudio Ferrari	multiple contacts @ 366833		20/03/2018 10:54:3 00:03:0	
	Claudio Ferrari	multiple contacts @ 3668331		20/03/2018 10:50:2 00:01:0	2 0		StoneFax	Claudio Ferrari	multiple contacts @ 366833		20/03/2018 10:50:2 00:01:0	1 4
Const.	Claudio Ferrari	multiple contacts		20/05/2018 10/48/4 00:00/4	s e		Jouriet da	Claudio Ferrari	multiple contacts @ 366833		20/05/2018 10:48:4 00:00:4	14 U
Fax		multiple contacts @		20/03/2018 10:15:2	8 **			Claudio Ferrari	multiple contacts @		20/03/2018 10:15:2	a c
Fax	Claudio Ferrari	366833.		000000					200033			

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 recording and 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 and delete the recording itself.



5 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:

Report options					
Per recordings with date:	Last Month	•			
With duration:	•	Between	00:00:56 and MAX		
With size:	•0	Between	0 MB and MAX MB		
Users:	All	•			
Recording groups:	All	•			
Server nodes:	All	•			
Marked to be preserved:	No	•			
Notes:					
		B			
	ume by User		I preserved		
Recording Vo	ume by User		s preserved	TOT. DURATION (T	imagicl
Recording Vo	RECORDINGS (TOP 10 USERS)	Recording is not marked a no Ratificatii (169) izio Beni (82) Bonucceli (70) no Biasci (26) o Rulio (20) Antignano (4) ea Rivabor (4) tian Bongiowami (2)	, preserved		
Recording Vo	And the spreader that 90 000 000 000 000 000 000 000 000 000	Recording is not marked a no Ratiaelli (169) Urb Boni (82) Bonuccelli (70) no Blasci (25) Skulio (26) Skulio (26) Skulio (26) Skulio (26) Han Bongiovarri (2) Zero Bryaben (4) Stan Bongiovarri (2) Stan	sprearved		DP 10 USERS) Marco Rulei (A 64 44) Statuo Ramani ((23 31 16) Laca Boruccell (07 31 51) Carlis Pazabon (01 15 24) Guilano Basci (03 31 26) A chores Riveles (02 720) Mike Zero (00 14 19) Mike Zero (00 14 19)
Recording Vo Date interest 2/1/2230 and 2/34	And the spreader that 90 000 000 000 000 000 000 000 000 000	Recording is not marked a no Ratiaelli (169) Urb Boni (82) Bonuccelli (70) no Blasci (25) Skulio (26) Skulio (26) Skulio (26) Skulio (26) Han Bongiovarri (2) Zero Bryaben (4) Stan Bongiovarri (2) Stan	RDED CALLS (TOP 10 USL		DP 10 USERS) Marco Rulei (A 64 44) Statuo Ramani ((23 31 16) Laca Boruccell (07 31 51) Carlis Pazabon (01 15 24) Guilano Basci (03 31 26) A chores Riveles (02 720) Mike Zero (00 14 19) Mike Zero (00 14 19)
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Recording Vo Date interest 2/1/2230 and 2/34	And the spreader that 90 000 000 000 000 000 000 000 000 000	Recording is not marked a no Ratiaelli (169) Urb Boni (82) Bonuccelli (70) no Blasci (25) Skulio (26) Skulio (26) Skulio (26) Skulio (26) Han Bongiovarri (2) Zero Bryaben (4) Stan Bongiovarri (2) Stan	RDED CALLS (TOP 10 USL		DP 10 USERS) Marco Rulei (03.01.43) Stehon Rathati (03.31.16) Laca Boruccell (07.35.17) Carlie Deardon (07.12) Coultand Biscal (03.31.26) Autores Rivenso (07.12) Mike Zero (07.11.17) Mike Zero (07.11.17)
Recording Vo Date letterer 2/1/223 et al 2/3 TOT.	And the spreader that 90 000 000 000 000 000 000 000 000 000	Recording is not marked a no Ratiaelli (169) Urb Boni (82) Bonuccelli (70) no Blasci (25) Skulio (26) Skulio (26) Skulio (26) Skulio (26) Han Bongiovarri (2) Zero Bryaben (4) Stan Bongiovarri (2) Stan	RDED CALLS (TOP 10 USL		DP 10 USERS) Marco Rulei (03.01.43) Stehon Rathati (03.31.16) Laca Boruccell (07.35.17) Carlie Deardon (07.12) Coultand Biscal (03.31.26) Autores Rivenso (07.12) Mike Zero (07.11.17) Mike Zero (07.11.17)

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 Vlaura_luisotti_imagi	
File format	PDF	
Oncoming run	01/04/2020	
Recurrence	1 Months V	
	Save Cancel	

Each scheduled report is listed into "Scheduled Reports" Call Recording menu.

C 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			in 🕼





6 Call Recording – Email Notifications

If the Administrator enabled this feature, you can automatically receive an email, at the end of each recorded voice 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.

O Message) 🗠 😂 Imagicle CallRecording: new call recording (ID: 2017000000211) - Inbox									? ^
Delete Archive	Reply	Reply Forwa	Meeting	Move *	Junk R	→ · tules	Read/Unread	Categorize	• •	
Imagicle CallRecording: new call recording (ID: 2017000000211)										
Imagicle Call Recording <do-not-reply@imagicle.com> Tuesday, July 4, 2017 at 3:30 PM To: Glorgib Braschi Ø: © CallRecording_2017000000211_170704_150649JNL227_215mp3 (63 KB)</do-not-reply@imagicle.com>										
A new call with remote number 215 has been recorded. The audio recording has been attached to this email message, in MP3 format. Following the recording details: Recording TD: 201700000211 Recording Amount 2015 Call direction: Incoming Recording Amount 2015 Attachment filesize (KB): 46 You can also search and listen to this recording accessing the Recording section of the Imagicle Application Suite web portal. Thank you for using Imagicle CallRecording.										

