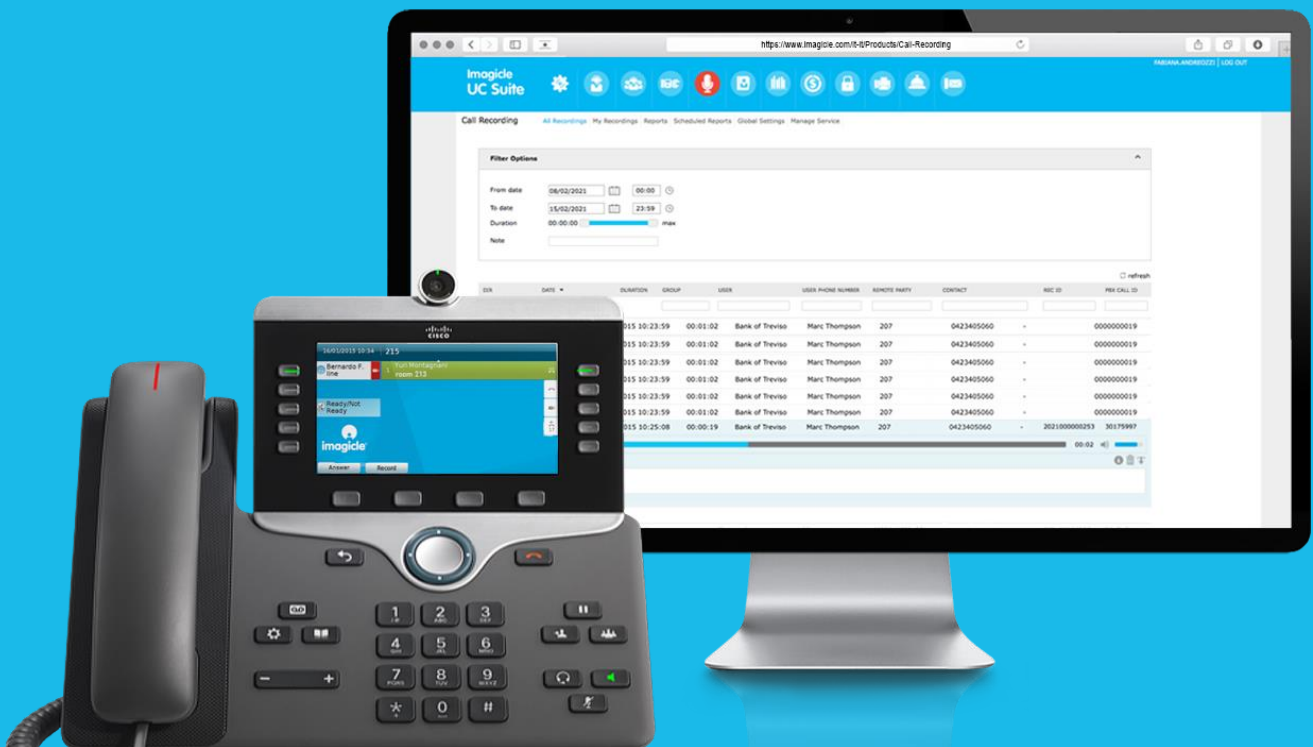


Call Recording and Screen Recording for Cisco UCM Calling Platform

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).

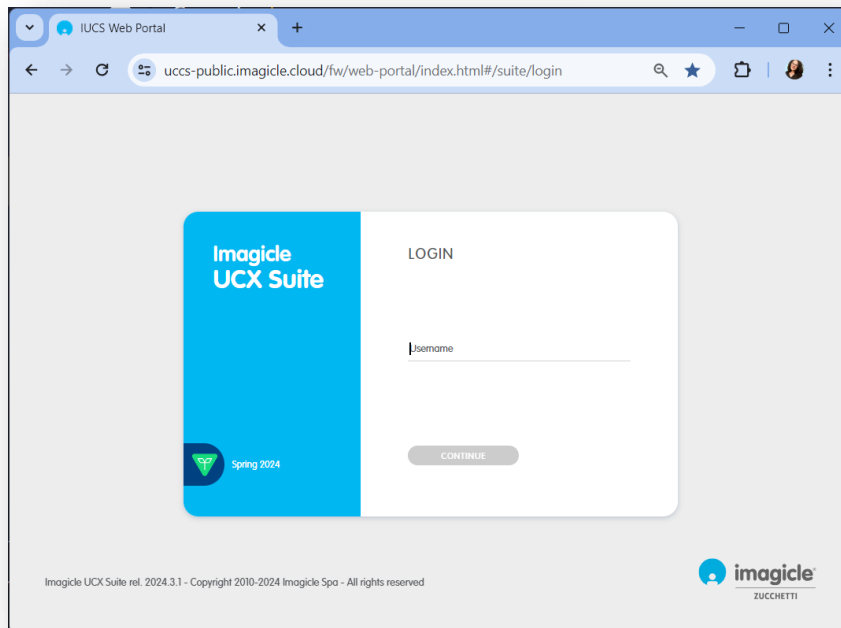
All the applications are accessible through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager, Attendant Console, Advanced Queueing, and more.

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:




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

 Attendant Console	 Advanced Queueing	 IVR Manager Enterprise	<small>Discover More</small>  Conversational AI ↗	 Call Recording
 Voice Analytics ↗	 Contact Manager	 Call Analytics	 Budget Control	 Phone Lock
 Digital Fax	 VoiceMail			

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

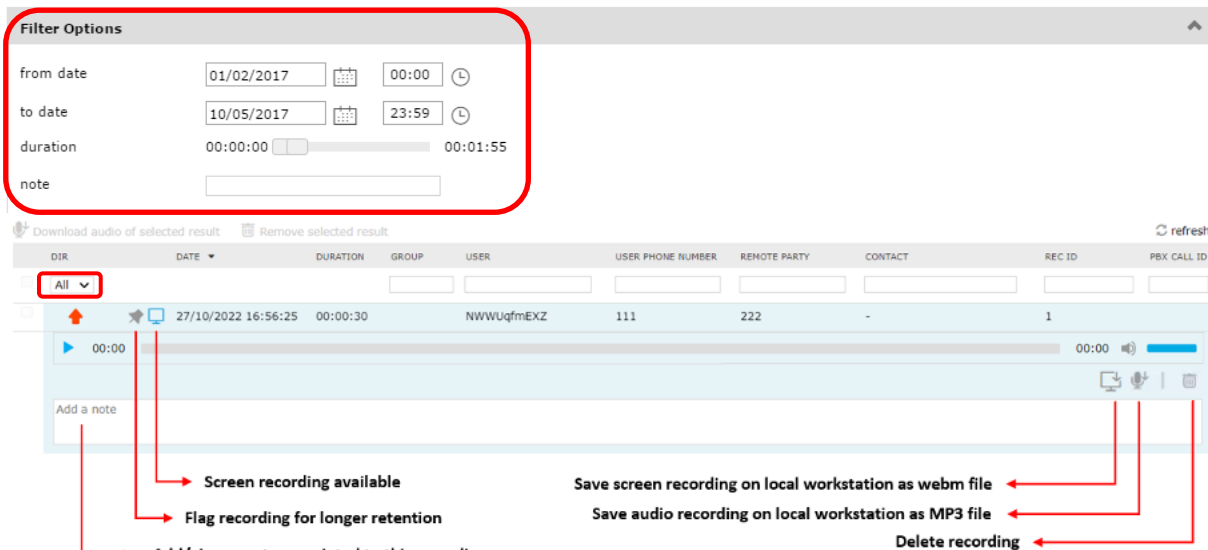
Once filters have been applied, please click on “Refresh” to update recordings list.

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

duration: 00:00:00 — 00:01:55

note:

Download audio of selected result Remove selected result refresh

DIR	DATE	DURATION	GROUP	USER	USER PHONE NUMBER	REMOTE PARTY	CONTACT	REC ID	PBX CALL ID
All									
	27/10/2022 16:56:25	00:00:30		NWWUqfmEXZ	111	222	-	1	

00:00 00:00

Add a note

Screen recording available

Flag recording for longer retention

Add/view a note associated to this recording

Save screen recording on local workstation as webm file

Save audio recording on local workstation as MP3 file

Delete recording

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:

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 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

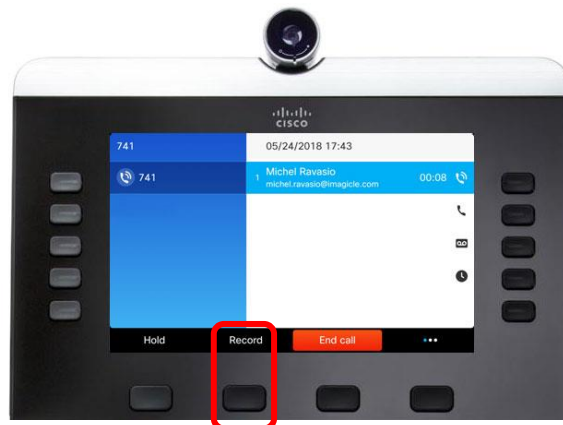
If your phone is enabled for “Always-on” recording, then your conversation is automatically recorded without any specific user action.

3.2 On-Demand and Live Keep Recording

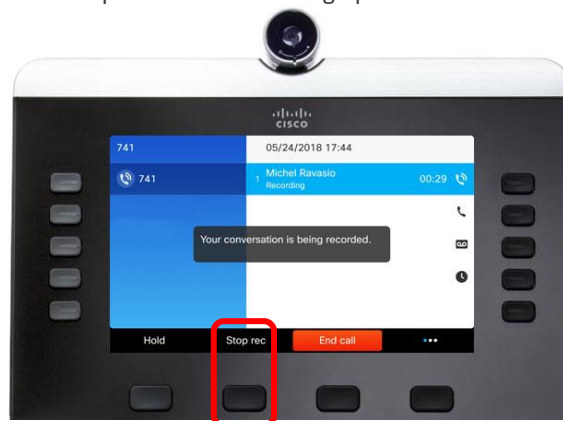
In case your phone is enabled for “On-demand” or “Live Keep”, a specific “Record” button is included in phone display during the conversation.

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:



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



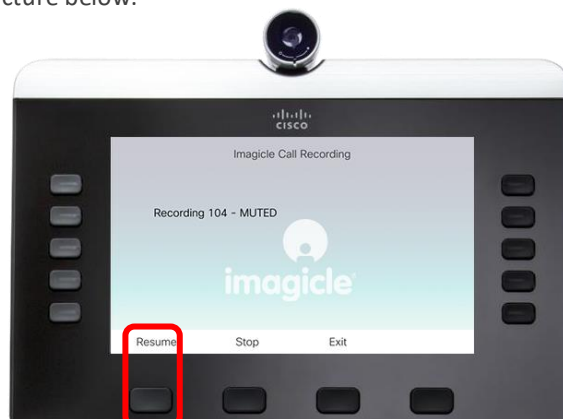
Within the call recording phone service screen, you can trigger the recording of current call. If Live Keep method is in use, the whole conversation will be recorded from the beginning.



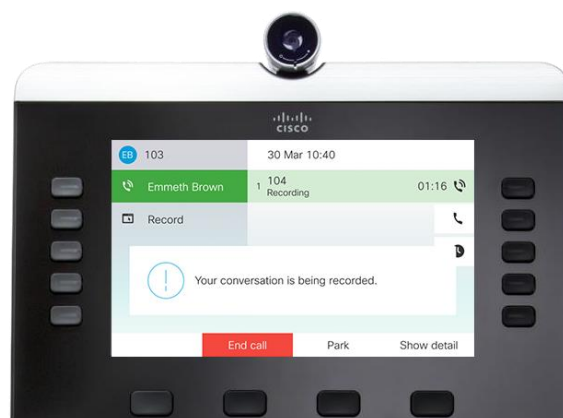
Once recording starts, Pause and Stop buttons appear, as in picture below. In case Pause and Stop buttons do not appear, just click again on Record Button and they will be displayed.



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.

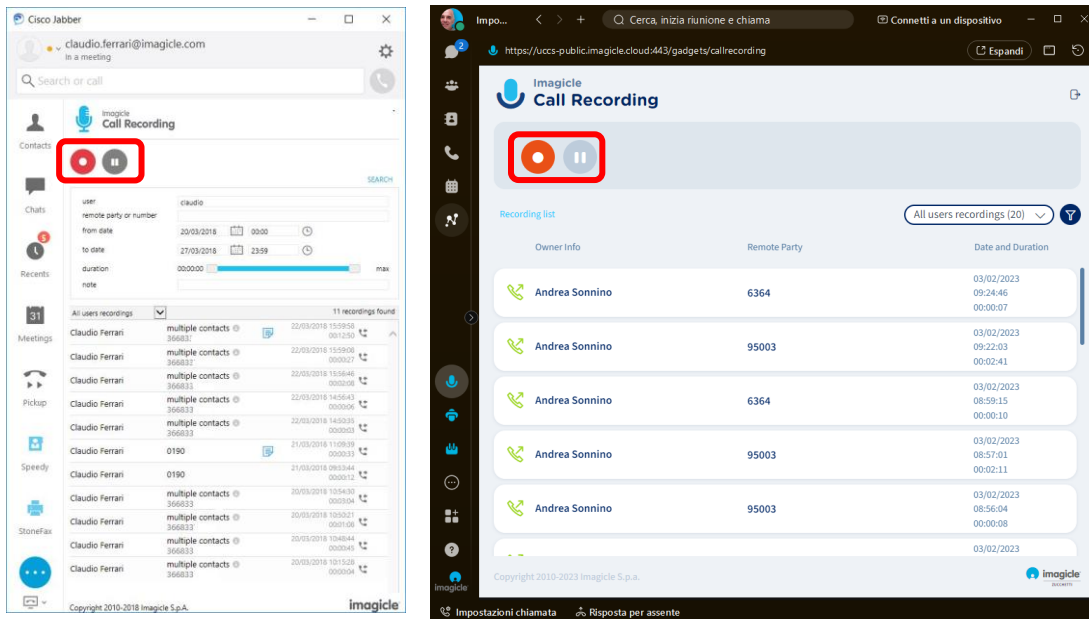





To stop recording, just hit the Stop button (it might be required to access again the Record service hitting the related key) or hang up.

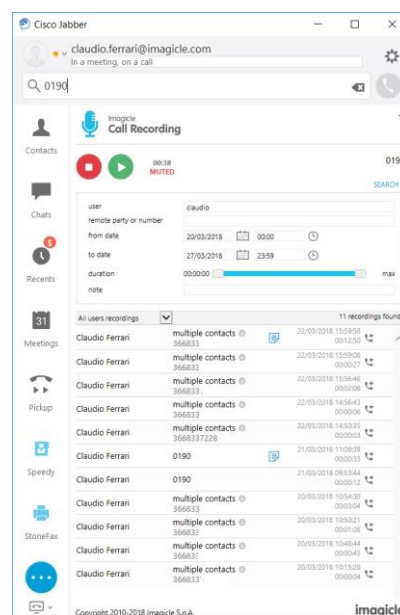
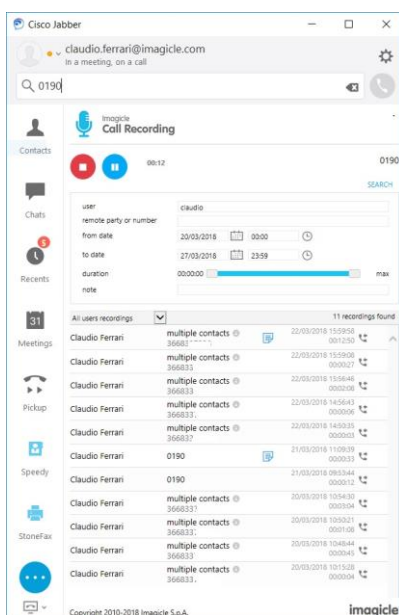


4 Gadget for Cisco Jabber & Webex client

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.



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



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 ▼

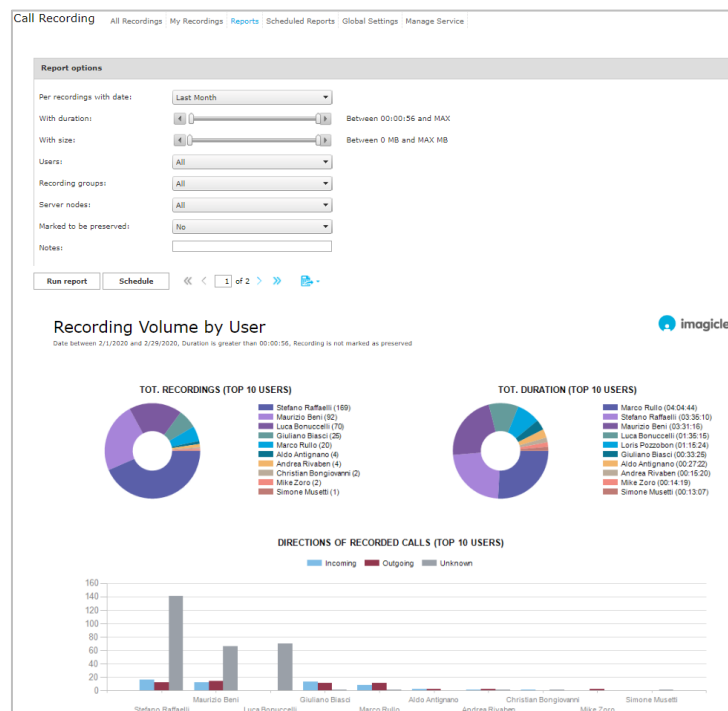
- Recording List** - It shows recorded calls
- Recording Busy Channels** - It shows the relation between the licensed channels and the recordings in a time period

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:



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

Email subject *

Email body

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

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
🔄	<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		✎ 🗑



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.

