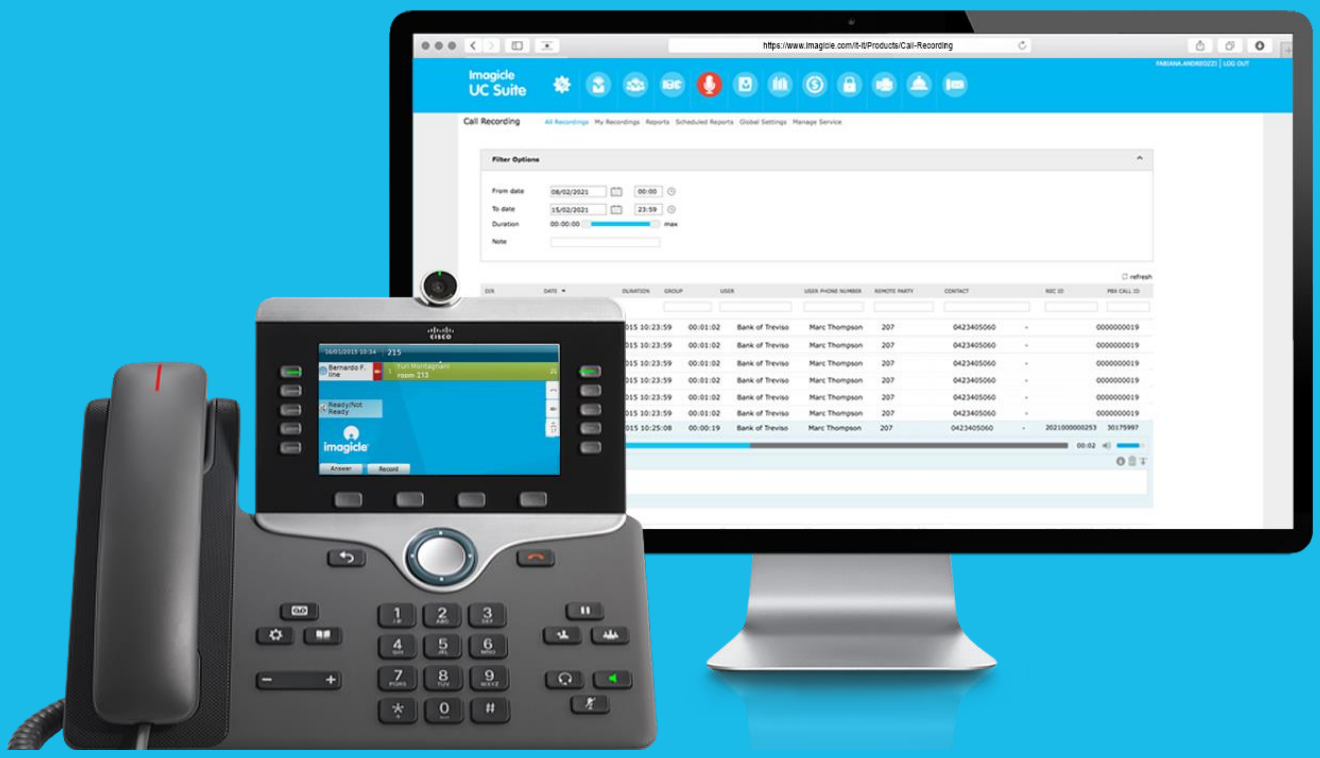
Call Recording and Screen Recording

User Guide

Included in the Imagicle UC Suite for Cisco Webex Calling MT

Rel. Winter 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 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 six different languages: English, German, French, Spanish, Arabic and Italian.

1.2 Imagicle UC Suite overview

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

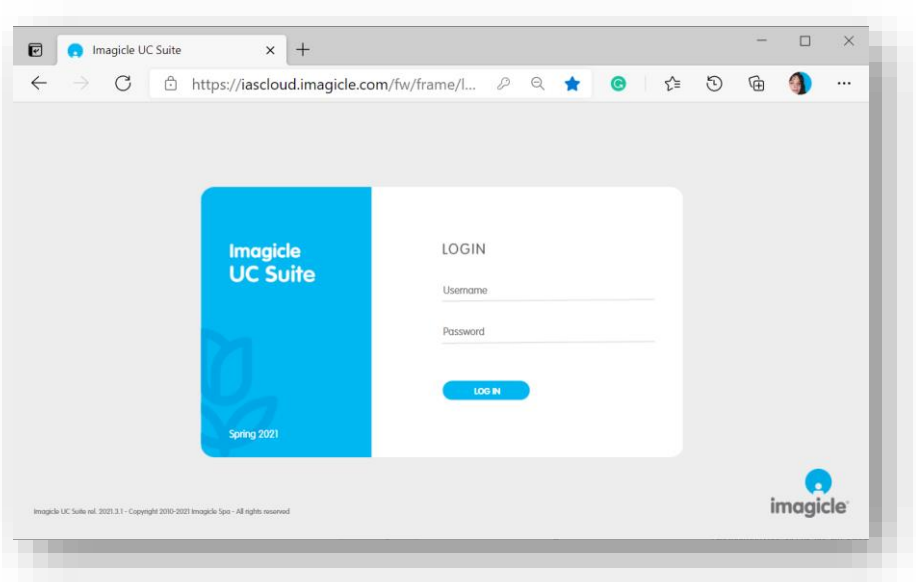
The Imagicle UC Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Webex Desktop clients, MPP Phones, and web browsers.

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

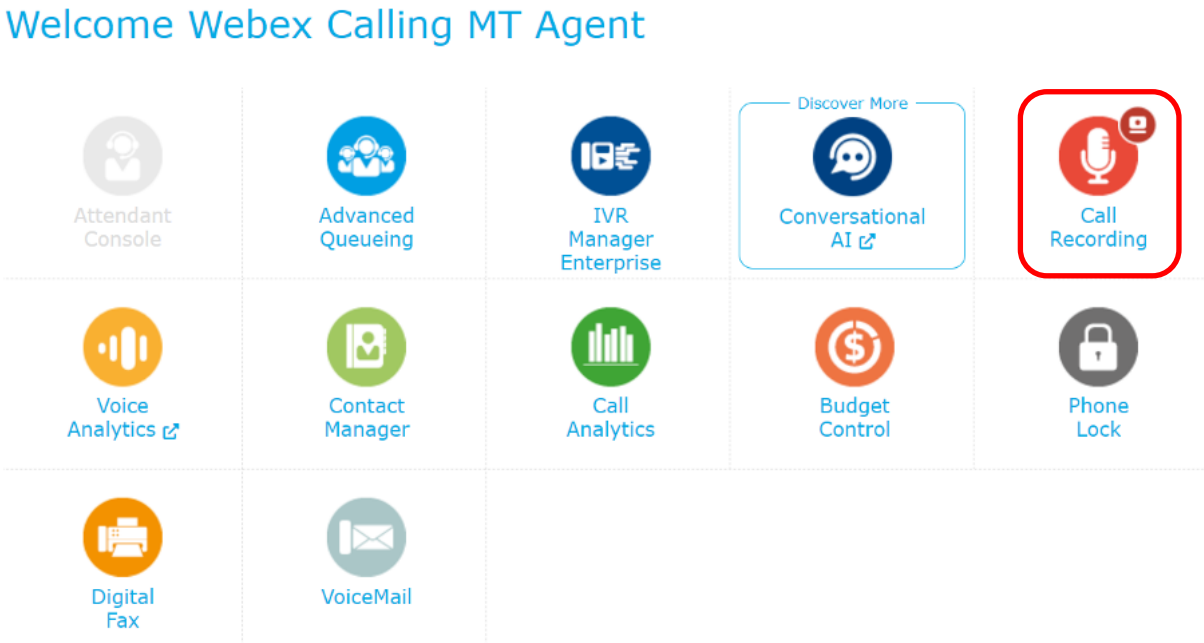
2 Imagicle User's Web Portal

Imagicle 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 the same as Webex login.

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.



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:

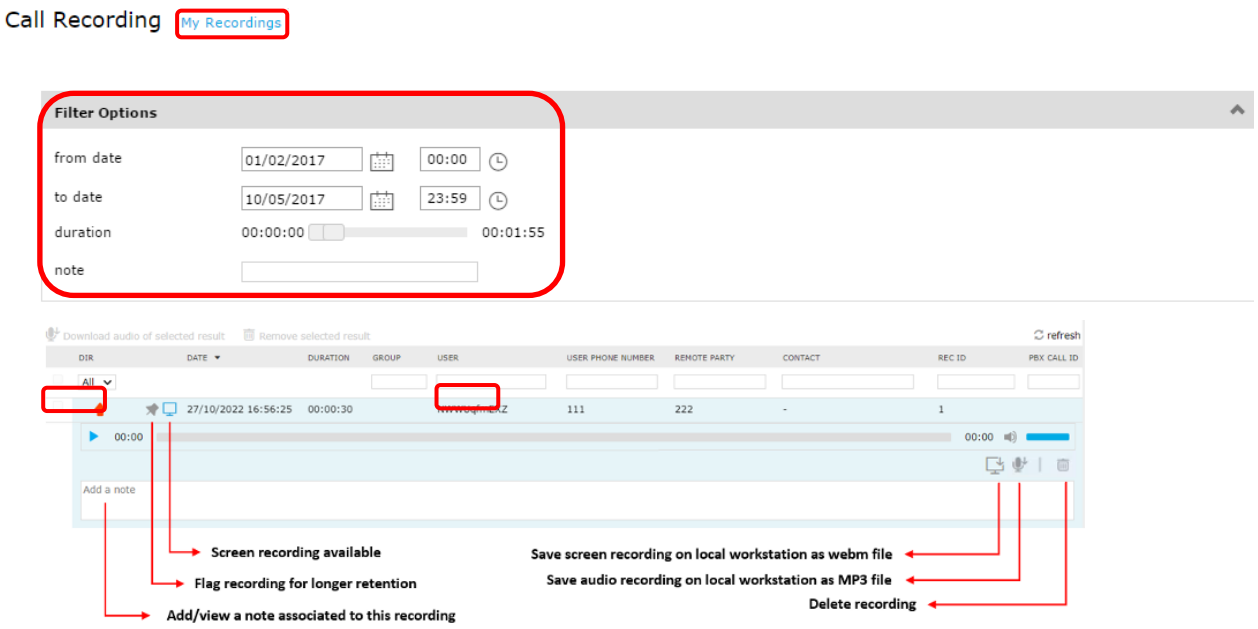
- Date/time interval
- Recording duration interval
- Note content

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)

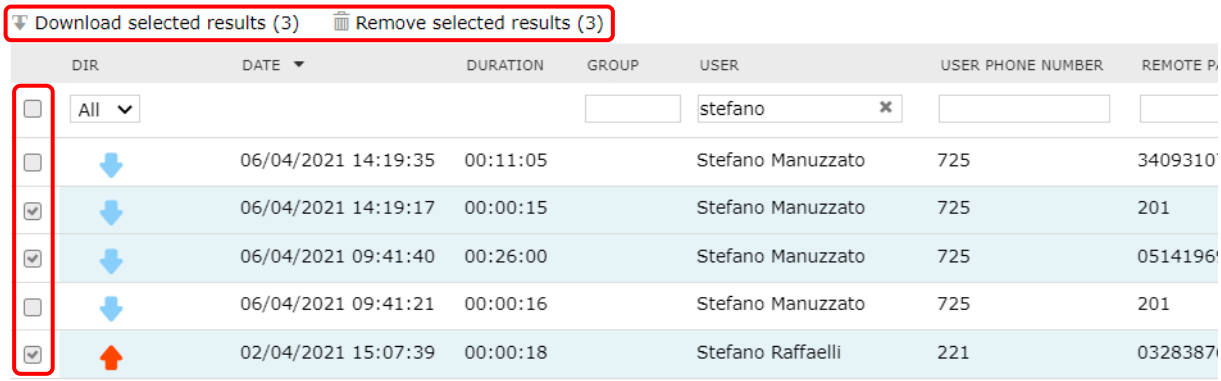
By clicking on any recording entry, you can listen to voice recording and read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the voice recording on local PC as unencrypted MP3, save the screen recording as webm video file, tag the recording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



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::



If you have a "Record Only" user profile, you can record your calls, 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.

3 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.

3.1 Always-On Recording

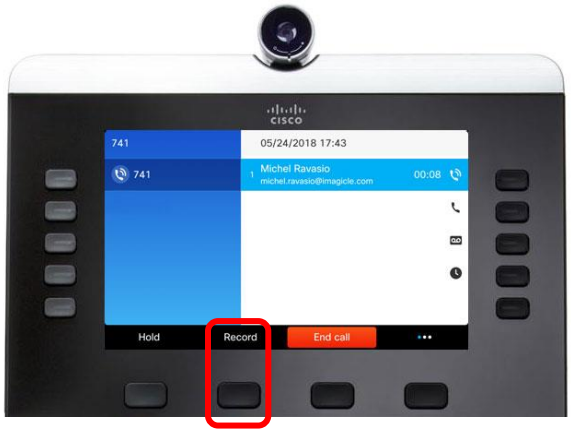
If your phone is enabled for “Always-on” recording, then your conversation is automatically recorded without any specific user action.

3.2 On-Demand Recording

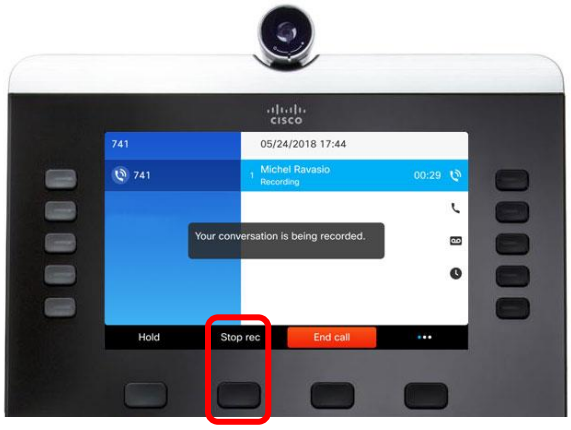
In case your phone is enabled for “On-demand” or “Live Keep”, a specific “**Record**” button is included in phone display during the conversation.

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



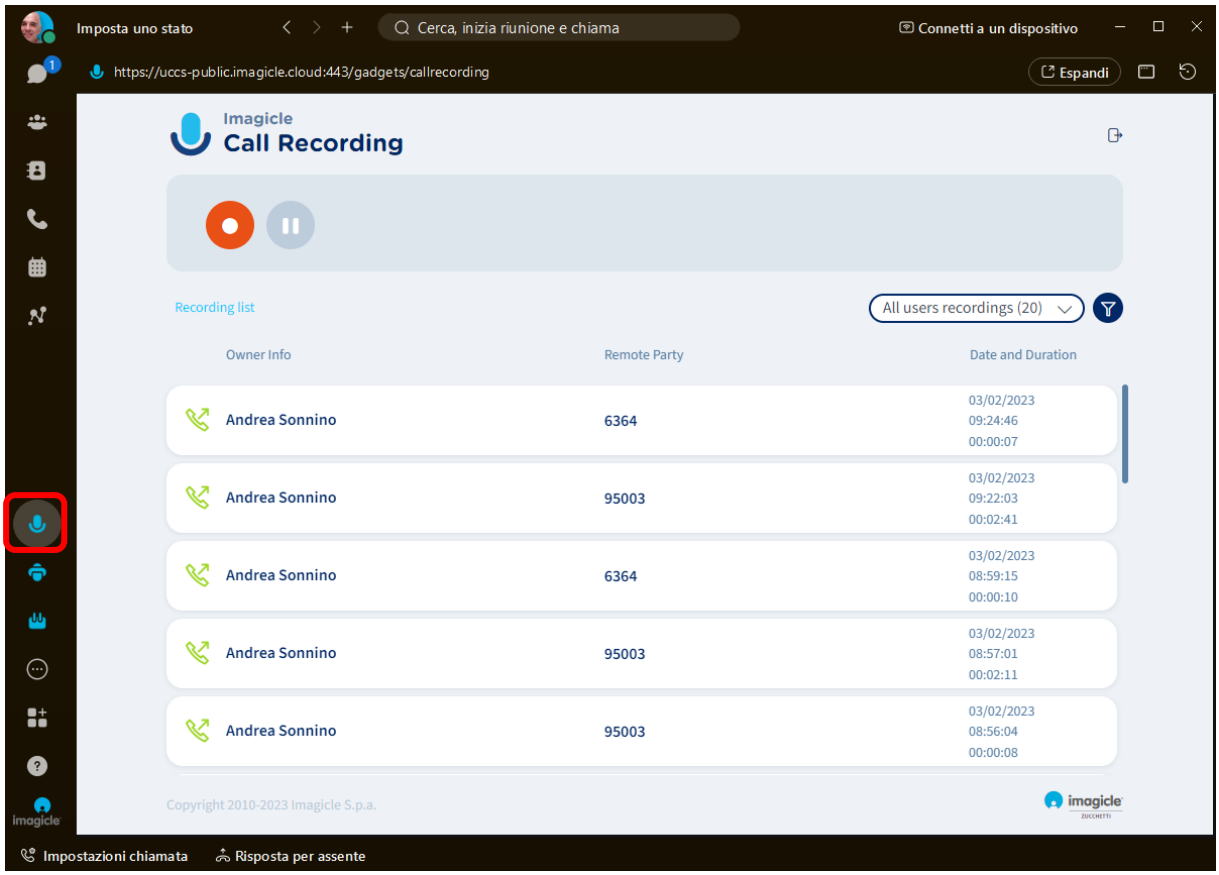
To stop recording, just hit the “Stop rec” button or hang up.



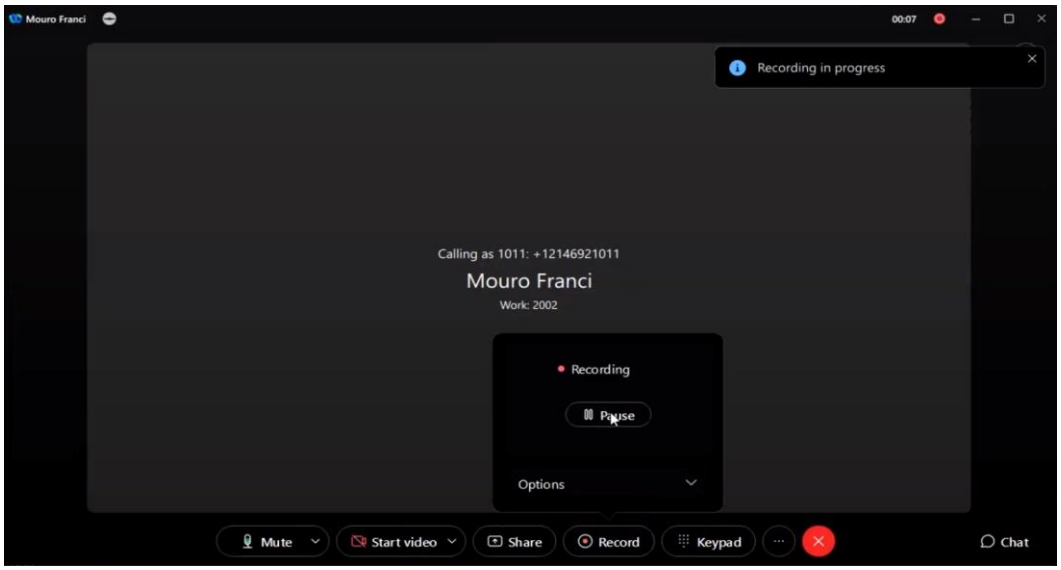
Once recording starts, Pause rec button appears. To resume recording, hit Resume rec button.

4 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 also paused, resumed and/or ended from the Cisco client. See below screenshot sample:



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.

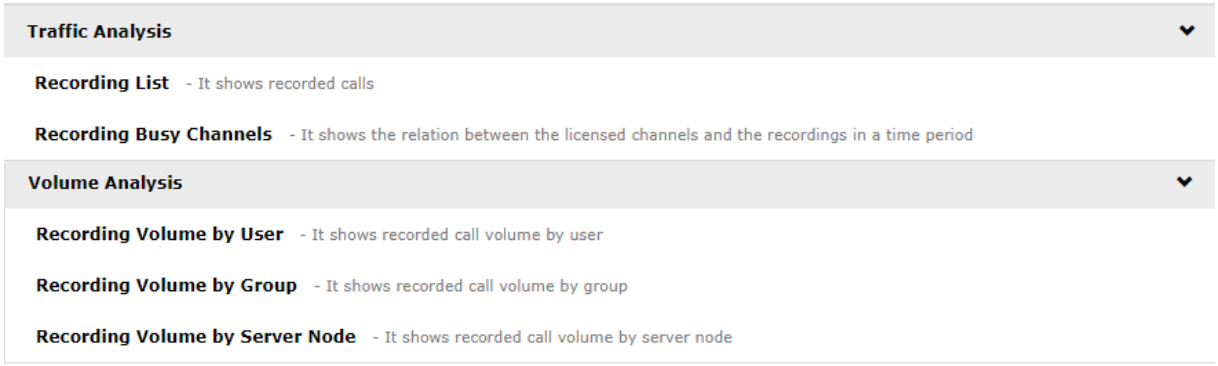
By clicking on any recording entry, you can listen to recording and read or add a text note. If additional permissions are granted by your administrator, it might be possible to save the recording on local workstation as unencrypted MP3, tag the recording for a longer retention and delete the recording itself.

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

5 Call Recording reports

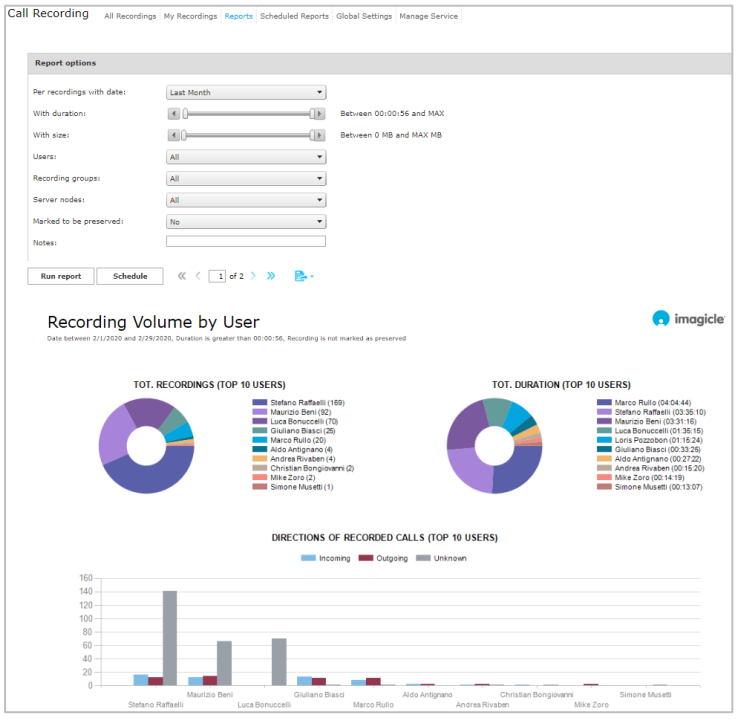
Call Recording reports are only accessible by administrators and Group superusers, by selecting relevant "**Reports**" option from Call Recording web interface.

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.



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.

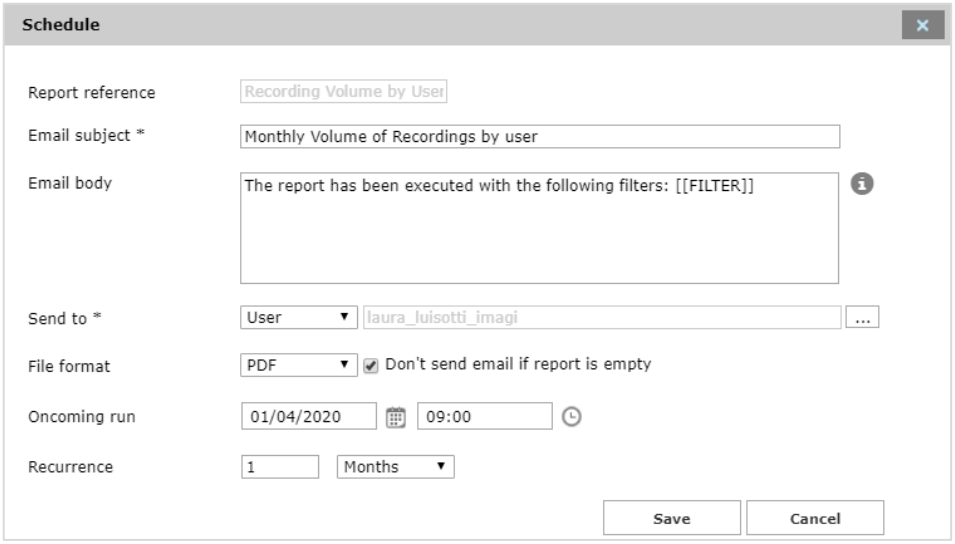
Please have a look at below screenshot sample:



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:



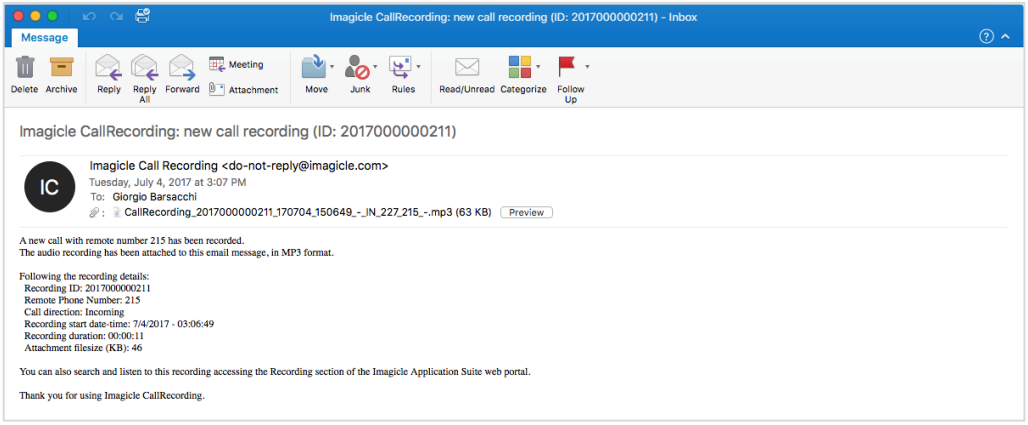
Each scheduled report is listed into "**Scheduled Reports**" Call Recording menu.

6 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.



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