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:

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	Imagicle	LOGIN			
	UC Suite	Usemame			
		Password			
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	2010-2021 imagicle Spa - All rights reserved			in	nagicle

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.

Welcome Webex Calling MT Agent



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.

Call Recording My Recordings

ilter Options							
om date	01/02/2017	00:00					
date	10/05/2017	23:59					
uration	00:00:00	00:01:55					
ote)				
Download audio of selected result	Remove selected result						C refrest
DIR DATE *	DURATION GROUP	USER	USER PHONE NUMBER	REMOTE PARTY	CONTACT	REC ID	PBX CALL ID
All Y							
	22 16:56:25 00:00:30	himoginetz	111	222	-	1	
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Add a note							
	een recording available	Save	e screen recordin	g on local work	station as webm 1	île 🗕 🚽 🚽	
Scre	een recording available cording for longer retention			-	station as webm f kstation as MP3 f		

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
v	•	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. 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.



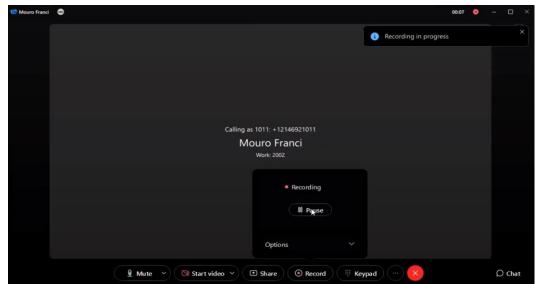


4 Gadget for Cisco Webex Desktop client

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.

	Imposta uno stato C > + Q Cerca, inizia riunione e chiama	🖲 Connetti a un dispositivo 🛛 — 🗆 🗙
_ 1	https://uccs-public.imagicle.cloud:443/gadgets/callrecording	🖸 Espandi 🗖 🕤
*	Call Recording	ŀ
_ س		
N	Recording list	All users recordings (20) 🗸
	Owner Info Remote Party	Date and Duration
	😵 Andrea Sonnino 6364	03/02/2023 09:24:46 00:00:07
٩	😵 Andrea Sonnino 95003	03/02/2023 09:22:03 00:02:41
¢	😵 Andrea Sonnino 6364	03/02/2023 08:59:15 00:00:10
₩ 	K Andrea Sonnino 95003	03/02/2023 08:57:01 00:02:11
:: ?	😵 Andrea Sonnino 95003	03/02/2023 08:56:04 00:00:08
imagicle [.]	Copyright 2010-2023 Imagicle S.p.a.	imagicle:
S Imp	ostazioni chiamata 🛛 🍰 Risposta per assente	

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.

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:	<)	Between 0 MB and MAX MB		
Users:	All			
Recording groups:	All			
Server nodes:	All			
Marked to be preserved:	No			
Notes:				
Run report Schedule Recording Vo Date between 2/1/2020 and 2/29	(tol marked as preserved		💽 imagicl
Recording Vo	lume by User	tot marked as preserved	TOT. DURATION (TO	💽 imagick P 10 USERS)
Recording Vo	ume by User 2020, Duration is greater than 00:00:56, Recording is r	160) 70 8 8 4 4 4 4 4 7 4 7 4 7 4 7 4 7 4 7 4 7	TOT. DURATION (TO	
Recording Vo	Control of the spectrum of th	160) 70 8 8 4 4 4 4 4 7 4 7 4 7 4 7 4 7 4 7 4 7	USERS	P 10 USERS) Marriso Berlis (04-04-44) Statuso Berli (02) 331-16) Locas Berzobon (01-16-24) Couline Basci (02) 33-26 Couline Basci (02) 33-26 Andres Rivistem (00) 15-20) Mike Zeru (02) 14-10
Recording Vo Data between 2/1/220 and 2/24	Control of the spectrum of th	169) 70 8) 4) 4) 7) 0) 0F RECORDED CALLS (TOP 10	USERS	P 10 USERS) Marriso Berlis (04-04-44) Statuso Berli (02) 331-16) Locas Berzobon (01-16-24) Couline Basci (02) 33-26 Couline Basci (02) 33-26 Andres Rivistem (00) 15-20) Mike Zeru (02) 14-10
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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 Vaura_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 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.

New Starger Image: S		ю a	8			Ir	nagicle C	allRecord	ling: new call	recording	(ID: 2017000000211) - Inbox	(?) ^
Delete Archive Reply Forward Tatachment Move Junk Rules Read/Jurread Categorize Follow Upp Imagicle Call Recording: new call recording (ID: 2017000000211) Imagicle Call Recording cdo-not-reply@imagicle.com> Tursday, July 4, 2017 at 307 PM To: Gorgio Braschi Tursday, July 4, 2017 at 307 PM To: Gorgio Braschi ************************************	Message		~	~	_			_		_	_	• •
Ail Up Imagicle Call Recording: new call recording (ID: 2017000000211) Imagicle Call Recording cdo-not-reply@imagicle.com> Tureday, July 4, 2017 at 3307 PM To: Gorgo Barsachi #: Call Recording_2017000000211,170704,150649JN_222,215mp3 (63 KB) Preview A new call with remote number 215 has been recorded. The cadior recording has been stacked to this email message, in MP3 format. Following the recording details: Recording 10: 201700000211 Recording 10: 20170 Recording 20170 Recording 10: 20170 Recording 20170 Recording 10: 20170 Recording 20170 Recording 10: 201 Recording			R	\square	Heeting		0 1	₽		•	• •	
Imagicle Call Recording <do-not-reply@imagicle.com> Useday, July 4, 2077 at 3:07 PM To: Giorgio Barsachi @: Callecording.2017000000211_170704_150649JN_227_215mp3 (63 KB) @: Callecording.2017000000211_170704_150649JN_227_215mp3 (63 KB) Preview A new call with remove number 215 has been recorded. The addir recording thas been recorded. The addir recording thas been recorded. The addir recording fails Recording that been returned to this email message, in MP3 format. Following the recording fails Recording fails</do-not-reply@imagicle.com>	Delete Archive	Reply		Forward	Attachment	Move	Junk	Rules	Read/Unread	Categorize		
Tussday, July 4, 207 21:307 PM Tussday, July 4, 207 21:307 PM Tic Gorgb Barsachi Tic Gorgb Barsachi Tic Gorgb Barsachi The audio recording July 2017000000211,170704,150649,-JN,227,215,mp3 (63 KB) Preview A rev call with remote number 215 bas been recorded. The audio recording has been attached to this email message, in MP3 format. Following the recording details: Recording July 201700000211 Recording July 2017-050649 Recording July 2017 Recording July 2017 Recording	Imagicle											
The audio recording has been attached to this email message, in MP3 format. Following the recording testails: Recording Dis 2017000000211 Remote Phone Number: 215 Call direction: Incoming Recording start date-time: 7/42017 - 03:06:49 Recording during: 00:00:11 Attachment filesize (KB): 46	IC	Tuesday To: Gio	r, July 4 orgio Ba	, 2017 at rsacchi	3:07 PM				.mp3 (63 KB)	Preview		
Thank you for using Imagicle CallRecording.	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 to the senaltic message in MP3 format. Recording U2 201700000211 Remote Frione Number: 215 Call direction: Incorning Recording start date-time: 7/4/2017 - 03:06:49 Recording start date-time: 7/4/2017 - 03:06:49 Recording the senaltic message in the second in generation of the Imagicle Application Suite web portal.											

