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# **Cisco Webex Calling MT Native Integration**

Imagicle Call Recording can be integrated to Webex Calling MT architecture by selecting "Imagicle" as the call recording provider within your Org and/or Location(s).

#### **Requirements**

- Imagicle UC Cloud Suite must be in place, with proper Call recording license
- Users, Virtual Lines or Workspaces to be enabled for Imagicle Call Recording must have a <u>Webex Professional license</u> at least.

#### Limitations

• As per <u>Cisco documentation</u>, "Calls on Webex" can't be recorded because they are not Webex Calling calls. These are the calls made using webex client, selecting "Call on webex" and not the user's phone number. Please note that a recording solution for this kind of calls doesn't currently exist.

### **Configurations from Webex Control Hub**

Please access to Cisco Webex Control Hub with Full Admin credentials and go to Calling â Service Settings. Scroll down to "Call Recording Provider" section and select **Imagicle** as recording provider. Hit Save. See below screenshot:

webex Contro	Q Search	40
<ul><li>☐ Overview</li><li>△ Alerts center</li></ul>	Calling Numbers Locations Call Routing Managed Gateways Features PSTN Service	e Settings
MONITORING Analytics Troubleshooting Reports	Call Recording Provider Configure the organization's call recording provider. Call recording providers record and store calls that are recorded Configure the organization will recording provider this organization will use.	
MANAGEMENT Users Groups _ Cocations	using Webex Calling. The call recording provider can also be selected at the Location level. Learn more.	
畿 Workspaces Devices 器 Apps 合 Account ふ Organization Settings	Announcement Announcement Language Choose the default language that will be set for all new locations for audio announcements and voice prompts.	
SERVICES C Updates & Migrations Messaging Calling	Enhanced Emergency Calling Enter the company ID and secret key that is used to Secret key that is used	

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You can also enable Imagicle Call Recording at Location level. Just check if your Location is correctly configured under Locations

â <Location Name> â Calling â Call Recording Provider

vebex Control Hub		Q Search
Overview <	Overview	Floors Calling
Getting Started Guide Alerts center	Emergency calling	Callback number () Location main number: +12766440830
		Service address ① 123 MAIN ST, , WARRENTON, VA 20186, US
ITORING		Emergency call notification ① Off
Analytics Troubleshooting Reports		Enhanced emergency Off Calling
Reports		
AGEMENT	Dialing	Internal dialing ()
Users Groups		External dialing 💮
Locations		
Workspaces	Call handling	Outgoing call permissions
Devices Apps		Music on hold or park ()
Account		Call intercept 🕞 Disabled
Organization Settings		Call recording provider ① Imagicle

Now select "Account" from left panel and, within "Info" tab, take note of Organization ID. It is required later on in this procedure:

G Overview	Account	
	☐ Info ⊘ Subscriptions	☐ New Offers Privacy
MONITORING	Organization	Organization name
00 Analytics	profile	TEST ORG
->- Troubleshooting		Organization ID
Reports		332( 69da 🖸
MANAGEMENT		Which industry is your organization in?
A Users		
≙ Groups		How many Webex users do you plan to have in this organization?
O Locations		0 1-50
卷 Workspaces		51-200
Devices		201-1000
88 Apps		above 1000
Account		
A Organization Sattings		

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### Enabling users to Imagicle Call Recording

Please go to Users menu and select the user you wish to enable for Imagicle Call Recording:

webex Control I	Q Search	an Carpaba, ar s			4 <sup>3</sup> ? AL
Overview  Alerts center	Users O Licenses Con	tacts			
момгояма pg] Analytics -v- Troubleshooting	Users External administrators           Q         Search by name or email         or		All Locations	V 14 users	Send invitations Manage users
📄 Reports	First / Last name 🛧	Email	Status	Administrator roles	
	Attila Lizardel	sodimo1519@cnogs.com	<ul> <li>Active</li> </ul>	Full admin	÷
MANAGEMENT	A Debesh Dhabal	wxc.infy.imagicle.bwks.as10	<ul> <li>Active</li> </ul>	Full admin	· · · · · ·
Q Users	e2e imagicle01	e2eimagicle01@gmail.com	<ul> <li>Active</li> </ul>	Full admin	1
<ul> <li>An Arrow Barrow Barrow</li></ul>	e2e imagicle02	e2eimagicle02@gmail.com	<ul> <li>Active</li> </ul>	Full admin	:
Workspaces	e2e imagicle04	e2eimagicle04@gmail.com	<ul> <li>Verified</li> </ul>		

Within user's details, please select "Calling" section and scroll down to "User call experience". Click on "Call recording" to access the relevant configuration:

webex Control Hu	ıb	Q Search		4 🤊 🔺
<ul> <li>⊖ Overview</li> <li>↓ Alerts center</li> </ul>	e2e imagicle02	Call Waiting ()	Profile General Meetings Calling >>	Action 🗸
MONITORING		Call intercept 💮	Disabled	>
0₀0 Analytics -√ Troubleshooting	Between-user permissions	Monitoring		>
Reports	permissions	Barge in 🕞	Disabled	>
MANAGEMENT		Call Bridging Warning Tone ③	Disabled	>
요 Users		Hoteling (i)	×	
⊖ Groups		Push-to-Talk 🕕	Auto answer calls; Two-way; Allowed users	>
<ul> <li>⊘ Locations</li> <li>Æ Workspaces</li> </ul>		Privacy ①	Allow dialed by extension, Allow dialed by first or last name, Disabled privacy	>
는 Devices 명 Apps		Executive / Executive assistant <sup>(1)</sup>	Disabled	>
C Account				
Organization Settings	User call experience	In-call feature access		>
SERVICES		Microsoft Teams integration ①		>
C <sup>2</sup> Updates & Migrations		Application line assignment ①		>
<ul> <li>Messaging</li> <li>Calling</li> </ul>		Compression options ①	Normal compression	>
Vidcast		Call recording	On	>

A screen pop-up appears, where you can enable Call recording (toggle switch) and select one of the available recording modes:

- On Demand: recording is triggered by pushing a button on Webex client or IP Phone.
- Always: recording is automatically triggered for each call performed by user.

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- Always with Pause/Resume: recording is automatic, and the user can temporarily pause the recording to acquire sensitive information. An additional toggle button is added in Webex client or IP Phone for this purpose.
- Never: recording is disabled for this user.

On the same window, you an enable an announcement (privacy statement) to be automatically played back once recording is triggered. The announcement can be customized.

It is also possible to playback another announcement while pausing/resuming the recording.

Finally, you can enable a recording-awareness periodical tone (beep), audible during the whole recording duration.

All above announcements and tones are available to both local and remote parties. See below screenshot sample:

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ummary General M	Meetings Calling Messaging Hybrid Services Devices Vidcast
Calling	
Call recording	Record incoming and outgoing calls and voicemails, or set recording announcements and notifications. Webex Calling has partnered with Dubber, a third-party call recording solution, to enable you and your users to record calls. If you enable Dubber Call Recording for this user, Cisco will
	provide Dubber with certain registration information regarding the user (e.g., name, email address, and the user's time zone) to create their Dubber account, where the user can access their recorded calls. Use of Call Recording is subject to Dubber's Terms of Service
	<ul> <li>On Demand</li> </ul>
	Always ①
	Always with Pause/Resume
	Never 🛈
	Play recording start/stop announcement ()
	Record voice messaging
	Pause/Resume Notification
	Play Voice Announcement
	Play beep tone
	Recording Reminder Tone
	Repeat Tone Every
	15 $\checkmark$ seconds
	Show call recording platform information
	Service Provider: W 31 Copy
	External Group: W 2 Copy
	External Identifier: mq I.webex.com Copy
	Calls for this user are sent to the Call Recording platform to be recorded. Access call recordings from your Call Recording Portal.
	noodd dan oddrange nem jour dan noodding rordi.

Please take note of the <u>Service Provider</u> alphanumeric ID (above in red). It is required later on in this procedure. Hit Save.

If you need to enable additional users, please repeat the steps highlighted in this paragraph.

### Data to transmit to Imagicle team

Please send the following unique information back to Imagicle team, to enable the integration:

- Webex Org name
- Webex Org ID

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• Service Provider ID

### **Call Recording Gadget for Webex clients**

Please be aware that you can enable an Imagicle Call Recording custom tab for your Webex users. The procedure is highlighted in this KB.

If the Imagicle gadget displays own buttons to start/stop & pause/resume recording, please ignore them. In a Webex Calling MT environment, recording-related softkeys are already embedded in the native Webex GUI and they appear when required.