CALLISTO

VOICERECORDING

ADMINISTRATION MANUAL

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Administration manual

Overview

Callisto supports the Cisco Unified Communications Manager's recording feature. In order to use it, the phones must be configured accordingly (see the CUCM configuration manual).

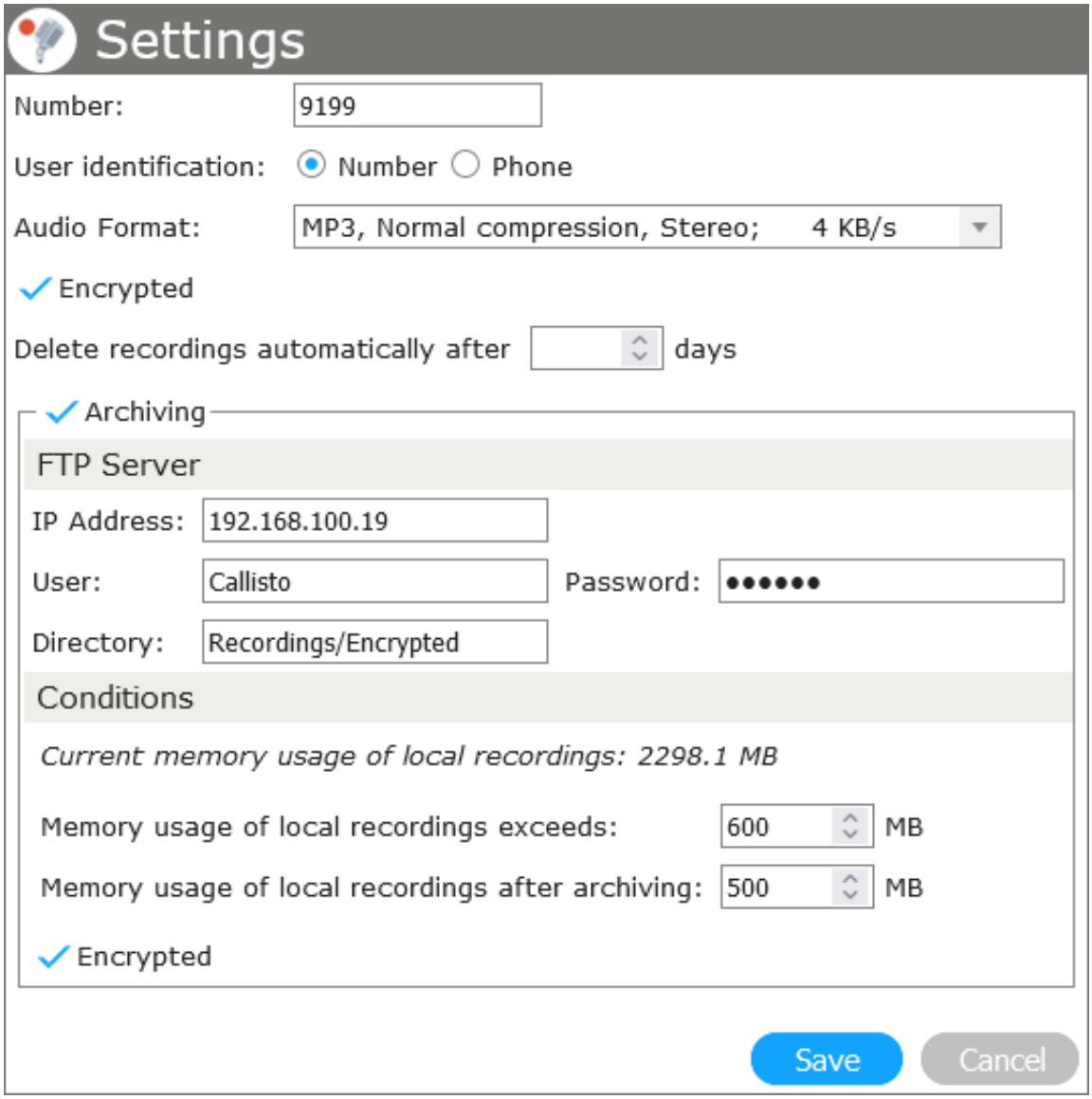
The Voice Recording feature can cause massive traffic to Callisto and take up many resources. Also, each recording uses a separate line license.

From the main menu, chose Voice Recording > Settings and enter the number for recording in the field Number. Use the same number as the Recording Destination Address set in the CUCM configuration. Select an Audio Format of your choice.

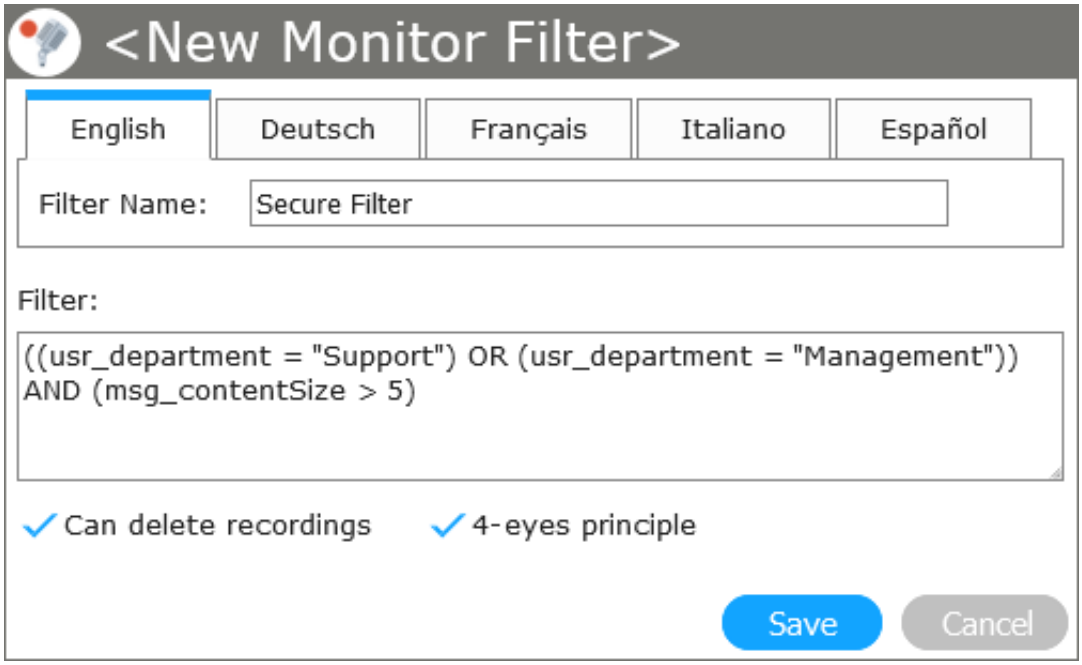
You can set a number of days after which recordings will be deleted automatically. Leave this field empty to store recordings indefinitely.

If the automatic deletion of recordings is set at the general settings and at the user settings, the smaller value of both is used.

If Archiving is activated, you can define an FTP access and the Conditions under which recordings will be archived. You can also choose whether the archived data should be Encrypted.



Chose Voice Recording > Monitor Filter to define view filters for users. These filters restrict what recordings will be visible to individual users (while leaving the recordings themselves unaltered).



To define a new filter, choose New Monitor Filter and enter a Filter Name. You can define different names for each system language.

Enter the filter rules in the Filter text area. The filter uses SQL statements which are applied onto the Callisto database.

A monitor filter for all people who work either in the support or management department, and have more than five messages.

```
((usr_department = 'Support') OR (usr_department = 'Management')) AND (msg_cont
entSize > 5)
```

Available fields

Name	Type	Example
usr_Name	string	'paul.smith'
usr_LastName	string	'smith'
usr_FirstName	string	'paul'
usr_eMail	string	'user@company.domain'
usr_PhoneMac	string	'SEP002304342534'
usr_PhoneNumber	string	'1001'
usr_Department	string	'support'
msg_Caller	string	'041315311111'
msg_LocalNumber	string	'1001'
msg_ContentSize (time in seconds)	number	5
msg_Direction	number	0 (incoming); 1 (outgoing)

To edit an existing filter, choose Voice Recording > Edit Monitor Filter and select the filter you want to modify.

Checking Can delete records gives users of this filter the permission to permanently delete recordings.

Checking 4-eyes principle will enforce the security mechanism of the *two-man rule*: A user can only view the recording if a second user who uses the same filter is present. After the first user opens the filter, a logon box will be displayed, prompting the logon of the second user.

Only users with the setting Supervisor for 4-eyes principle enabled will be able to unlock a recording view (see below).

User-specific voice recording options

To enable voice recording and view filter for an user, choose User > Userlist, click a user’s name and go to Privileges. Check the privilege Voice Recording and click Choose….

Now you can activate the recording for different calls. The four types of calls are: inbound, outbound, internal and external calls.

Internal calls are identified by the setting for internal numbers at System > System Parameter (see System parameters).

Calls that are initial internal calls remain internal, regardless of an external transfer afterwards.

The recording feature is heavily dependent on the Callisto Unified Communications Manager configuration. You can define two recording options in Cisco UCM:

1. Automatic Call Recording enabled
2. Selective Call Recording enabled (only CUCM v9.x and newer)

For more details on configuring Cisco UCM with Callisto, refer to the installation manual.

The direct URL for the Callisto Phone-Service is: http://<*callisto*>/Cisco/Recording.asp, with <*callisto*> being the IP address or domain name of your Callisto installation.

No Recording

The call will not be recorded, regardless of the recording options in Cisco UCM. This is the recommended setting.

Cisco manual or Cisco permanent

- If in the Cisco UCM settings, Automatic Call Recording is enabled, all calls of the selected call type will be recorded automatically.
- If in the Cisco UCM settings, Selective Call Recording is enabled, calls will be recorded after the user presses the *recording* softkey on the phone. The call recording will only start at the time of pressing the softkey. The feature to save the recording at the end of a call is not available.

Cisco permanent / Callisto manual prerecord

This option is only available if Automatic Call Recording is enabled in the Cisco UCM settings. With this option, the user can start the recording using a softkey or Cisco Service. This can be done during and at the end of a call; In both cases the entire call will be recorded. For more details on softkey configuration, refer to the Cisco UCM configuration manual.

In the *General* section, you can define the following options:

- Notification on Phone will show a status message on the phone when the recording is active.
- Show recordings in Inbox will display the recordings in the user's web GUI at Messages > Inbox.
- Checking Can delete records gives the user permission to permanently delete recordings.
- If Supervisor for 4-eyes principle is enabled, the user's credentials will be accepted to unlock recording views where the 4-eyes principle is enabled.

Voice recordings can automatically be deleted after a defined period of days. Leave this field empty to store recordings indefinitely. This will affect only the recordings of this user.

The automatic deletion of recordings can be set both as a general setting (at Voice Recordings > Settings) and as a user setting (at Users > Userlist > *user* > Privileges > Voice Recording > Choose…). If both settings are active, the shorter time period will be applied.

In the section *Monitor Filter*, you can set the filters that will be visible on the user's web GUI at Voice Recording.

CALLISTO

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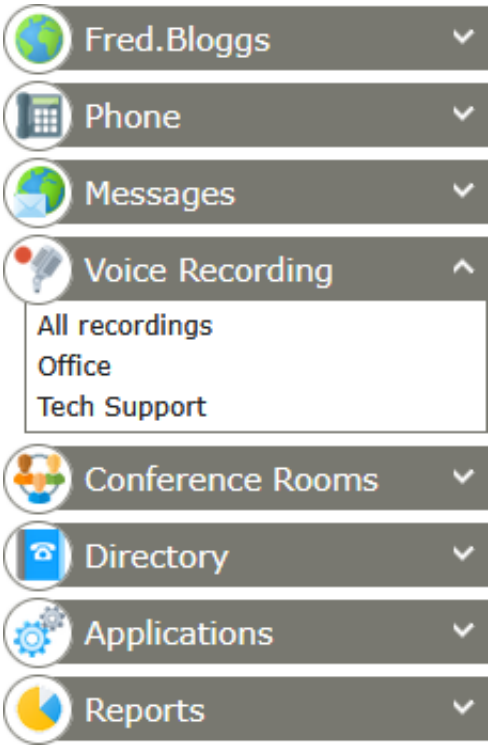
USER MANUAL

User manual

VoiceRecording in Callisto

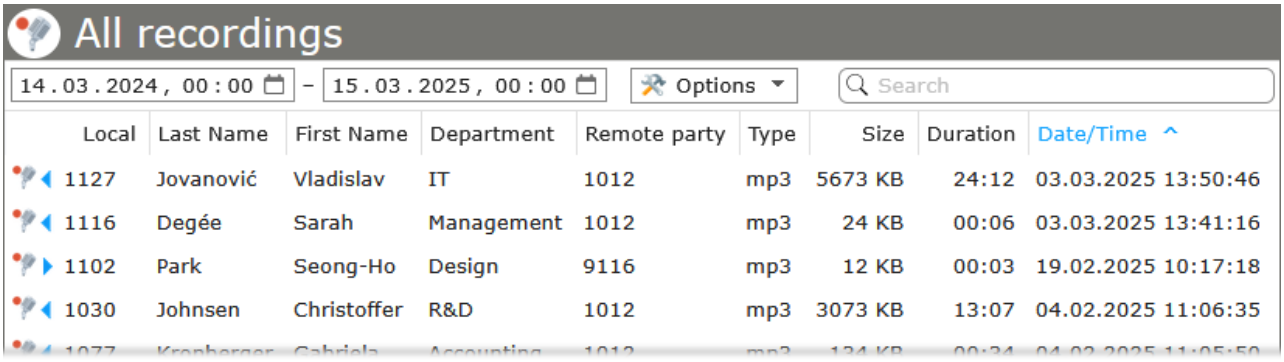


If voice recording is available on your Callisto system, an item labeled Voice Recording is present in the main menu. Clicking this item will reveal all filters that your account has access to.

Clicking a filter will list all recordings that are categorized by the filter.

Click on a record to listen to it. Depending on the access rights given to your account, you also may perform the following actions:

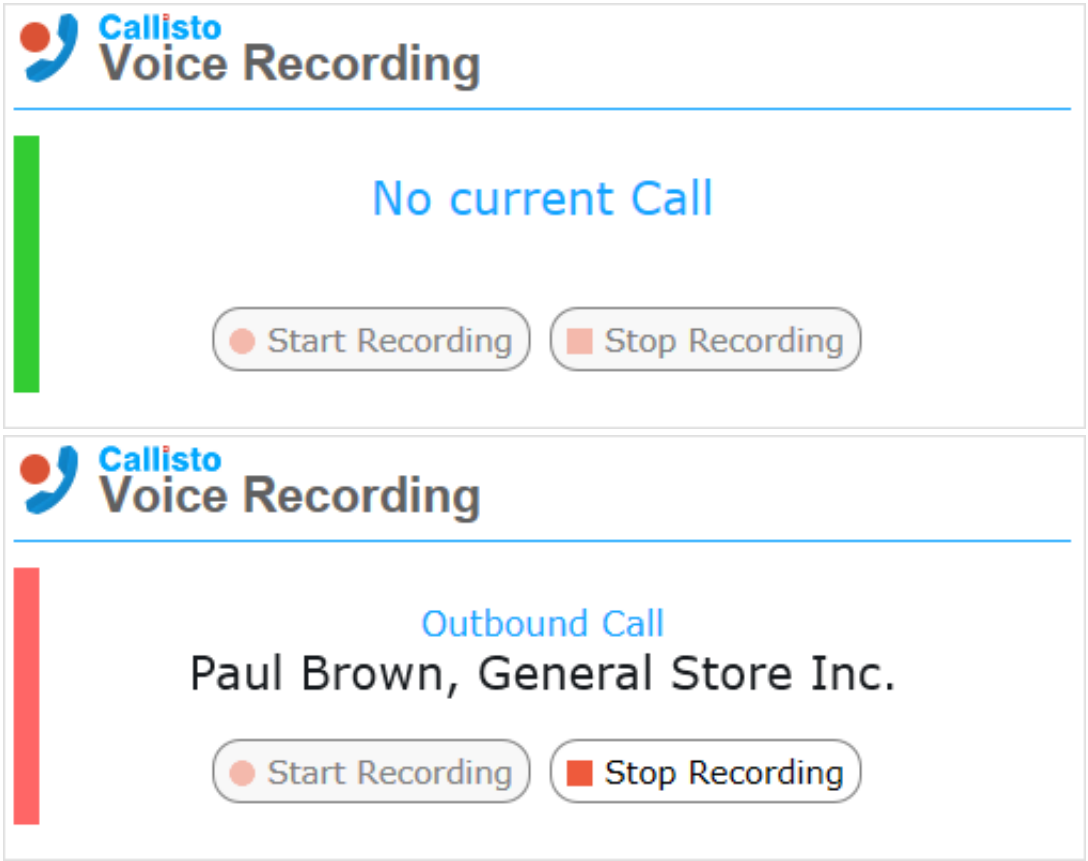
- Preserve record: Exclude the record from being deleted automatically.
- Show record info: Show detailed information on a record.
- Delete record: Delete the record. This action is permanent and the record cannot be restored.



Depending on your configuration, you can delete recordings. If you delete a recording, it will be deleted permanently and cannot be restored.

VoiceRecording Gadget

This gadget can be accessed with the URL http://<callisto>/Jabber/Recording/Recording.asp, where <callisto> is the address of your Callisto installation.



This gadget enables you to start and stop manual recordings.

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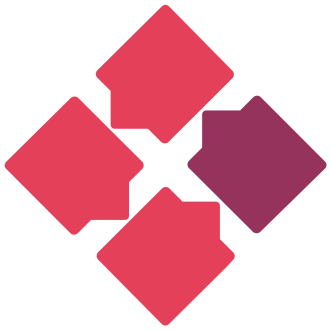

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