

Product Datasheet

Recording Notification

Skype for Business

telisca Applications pour
Skype for Business



1 Description

1.1 Overview

Recording Notification makes it possible to advise the incoming callers (internal or external) that the communication will be recorded which is a legal obligation.

The warning is broadcast via an audio message at the beginning of the call, on an incoming call or outgoing call.

Recording Notification reduces administration costs, as it is based on a list of recorded numbers and is compatible with any recording application.

1.2 Call warning

When a telephone call is recorded, both parties are informed that the call will be recorded. This is useful when the telephone line is called directly, internally or via a DDI number.

Several different messages may be played depending on the profiles associated with the registered number.

1.2.1 Audio warning message on external or internal incoming call

On an incoming call to a recorded line, Recording Notification answers and play an audio notification message. At the end of the audio message, it redirects the call to the number originally called. This mechanism can be triggered for external incoming calls, internal calls, or both.

1.2.2 Audio warning message on external or internal outgoing call

On an outgoing call from a recorded line, when the other party answers, Recording Notification plays the notification audio message. At the end of the audio message, both parties are connected. This mechanism can be triggered for external outgoing calls, internal calls, or both.

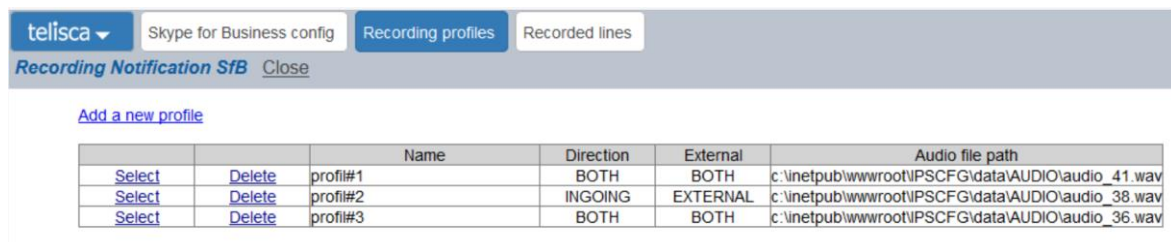
1.2.3 Multi-message support

It may be necessary to broadcast different audio messages depending on the recorded lines. Indeed, the content may depend on the service, or the language of the country.

It is therefore possible to define profiles for each recorded number. Depending on the profile, you will also define whether the notification should be played for incoming, outgoing, internal, external calls

1.2.4 Administration Interface

The administration web interface is used to configure the operation of Recording Notification.



The screenshot shows the 'Recording profiles' tab in the telisca administration interface. It features a table with three columns: Name, Direction, and External, and a fourth column for Audio file path. Each row represents a profile with 'Select' and 'Delete' links. The table contains three profiles: profil#1 (BOTH, BOTH), profil#2 (INGOING, EXTERNAL), and profil#3 (BOTH, BOTH).

		Name	Direction	External	Audio file path
Select	Delete	profil#1	BOTH	BOTH	c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_41.wav
Select	Delete	profil#2	INGOING	EXTERNAL	c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_38.wav
Select	Delete	profil#3	BOTH	BOTH	c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_36.wav

telisca Skype for Business config Recording profiles Recorded lines

Recording Notification SfB Validate Cancel

Name * profil#2

Direction Ingoing

Type External

Upload test audio file (automatically converted)

Concatenate languages 2 languages

Voices Microsoft Server Speech Text to Speech Voice (fr-CA, Harmonie)

Text to speech cette communication va être enregistrée [Generate Play](#)

Voices Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)

Text to speech this call will be recorded

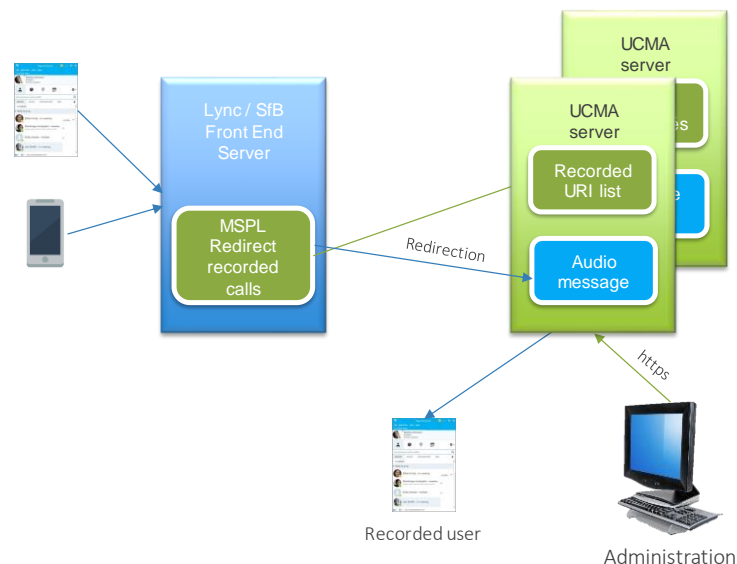
Or upload audio file [Parcourir...](#) Aucun fichier sélectionné.

c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_38.wav

In particular, it makes it possible to define create audio messages that can be generated in Text to Speech, so it supports up to several merged languages.

1.3 Architecture, prerequisites

The solution consists of an MSPL script installed on Skype for Business servers and a UCMA application installed on the telisca server in the Skype for Business pool. The MSPL script is used to trigger the redirection or conferencing with the UCMA server that plays the audio messages.



The installation is automated, it allows to automatically install the MSPL scripts on the Front-End of Skype for Business.

Recording Notification Skype for Business is installed on a server with the following prerequisites:

- Supported Cisco CUCM:
 - CUCM version 10.5, 11.5, 12, 12.5, BE 6000, BE 7000
- Windows servers supported:
 - Windows Server 2012 or 2012 R2 Update 1 Essentials

Windows Server 2012 or 2012 R2 Update 1 Standard

Windows Server 2016 Essentials

Windows Server 2016 Standard

Windows Server 2019 Essentials

Windows Server 2019 Standard

- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready