

Product Datasheet

Recording Notification



1 Recording Notification description

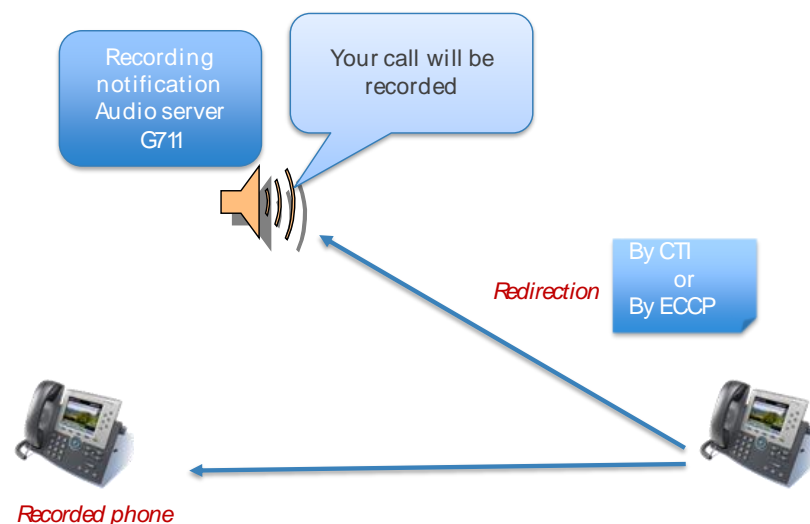
1.1 Introduction

Recording Notification is a solution for Cisco CUCM that warns the user that the call will be recorded, which is a legal requirement. The information may be displayed on the phone and/or played by an audio message. Recording Notification reduces administration costs by monitoring automatically the recorded lines. If the server is down, the calls are not affected.

1.2 Architecture

The solution consists of a CTI Server that relies on the CTI JTAPI interface available in Cisco CUCM. It connects to a primary and backup CTI Manager service. Recording Notification can also use an External Call Control Profile (CURRI) associated with the registered line to redirect calls to the audio server (CTI Route Point).

Recording Notification also includes a voice message broadcaster (RTP stream G711 μ Law and ALaw).



The administration of the application is automated. For the registered line module, the list of registered lines is available either in a text file operated by the registration server. The list of registered numbers can also be obtained directly from the configuration defined in the CallManager according to the value defined in the 'Recording option' and 'Recording profile' fields at the lines associated with IP phones.

The Recording Notification CTI Server automatically observes the IP Phones corresponding to the recorded line numbers. This minimizes the administration load.

1.2.1 Redirect to audio warning message on incoming calls

When a recorded line is called (normally from external number, on ringing event), the call is redirected (by CTI or External Call Control Profile) to Recording Notification integrated audio server that plays an audio message. This message may differ, depending of recorded line directory number. At the end of the message, the call is redirected again to the recorded lines. In the meantime, the recorded phone may receive a warning message (incoming external call).

1.2.2 Audio conference on outgoing calls

When a recorded line is calling an external number, the call may be conferenced with Recording Notification Built in audio server to play Warning message, when the external number answers the call. This message may differ, depending of recorded line directory number. In this case the warning message is recorded by recording server.

1.2.3 Audio conference on incoming calls

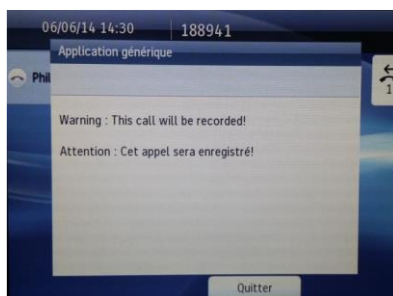
When a recorded line is called by an external number, the call may be conferenced with Recording Notification Built in audio server to play Warning message, when the recorded line answers the call. This message may differ, depending of recorded line directory number. In this case the warning message is recorded as well by recording server.

1.2.4 Warning audio conference on internal calls

It is possible to play audio conference also on internal calls, by setting appropriate internal directory numbers max length parameter.

1.2.5 XML text message on internal IP Phones

Recording Notification can push an XML message on internal IP Phones when they are calling or are called by a recorded line. This can occurs on ringing or answer events.



1.2.6 Recorded phones icons

To avoid stickers on recorded phones, Recording Notification can push at startup and periodically a background icon on the IP Phone. Icon image can be defined by administrator. Depending of the phone model it is possible or not to minimize the banner's size.



1.2.7 Multi-messages support

Different audio messages can be played. Administrator can define directory number ranges (recorded lines directory numbers) and associate them with audio messages.

1.2.8 Multi-Profiles

Different profiles can be defined and associated to the recorded lines. Depending of the profile the different features of Recorded Notification can be enabled.

1.3 Requirements

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, BE 6000, BE 7000

Available on private cloud company.telisca.cloud

On premise installation:

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