Product Datasheet
Recording Notification

Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial
Alerting
Voice Alert
IPS Pager
Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report
Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot
Attendant Console / IVR / Group
Tannounce
Line Group Manager
Silent Monitoring
Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager
Recording
Call Recording
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.

1.1.1 Redirect to audio warning message on incoming calls

When a recorded line is called, the call is redirected (by CTI or External Call Control Profile) to Recording Notification integrated audio server that plays an audio message. It is also possible to play an Announcement loaded on CUCM Media Resources which supports encrypted audio (SRTP).

This message may differ, depending of recorded line directory number or profile. 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).

1.1.2 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.

1.1.3 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.

1.1.4 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 recoded line. This can occur on ringing or answer events.

1.1.5 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.

1.1.6 Multi-messages support

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

1.1.7 Multi-Profiles

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

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).
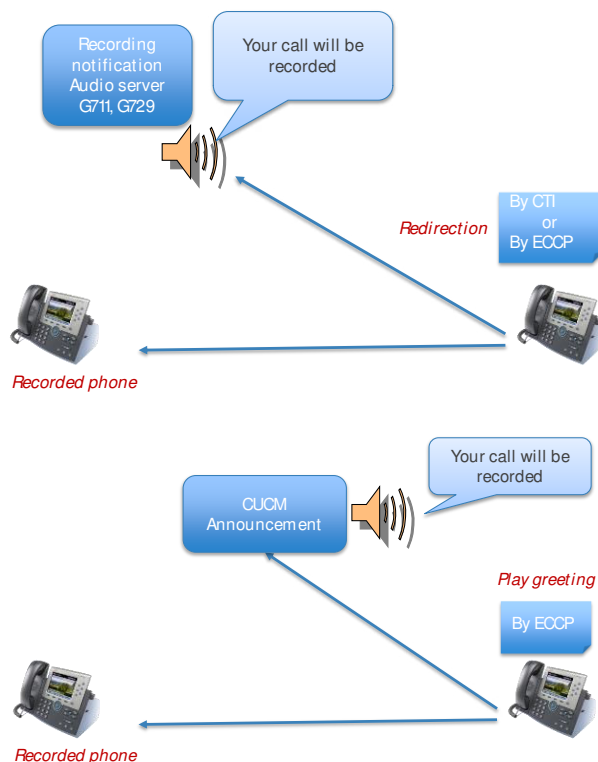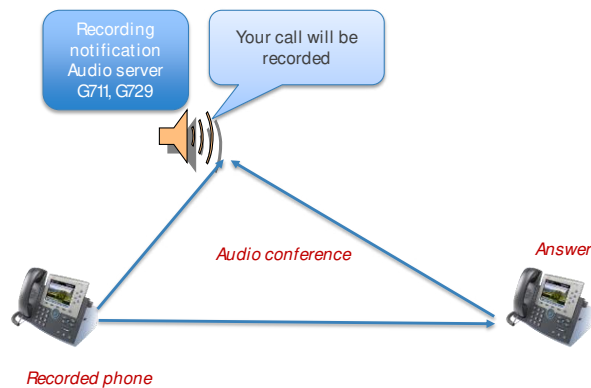
1.3 Automatic provisioning

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 CUCM 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.

When using External Call Control Profile, the ECCP is automatically associated to the recorded lines.

1.4 Requirements

Supported Cisco CUCM: 10.5, 11.5, 12, 12.5, 14

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:
- Windows Server 2012 R2 v6.3 9600 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard

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