

Product Datasheet

telisca Recording



1 Solution description

1.1 Summary

telisca Recording solution is based on a Recording Manager and one or several Recording Agents.

telisca recording Agent:

- Based on IP phones Builtin Bridge or CUBE
- Based on Cisco CUCM Recording Profile settings
- Automatic or selective recording
- Support pause, resume
- Merge calls' segment and converts to MP3
- Support G711, G722, G729 CODECs
- Support consult, transfer, conference calls association
- Support Secured SIP and SRTP
- Support fault tolerant configuration

telisca Recording Manager :

- Archive recordings on efficient network storage,
- Encrypt recordings,
- Automatic purge depending of retention delay (per department/company),
- Annotation of recordings with information provided by the company's internal directory
- Authentication/segmentation of users by Windows or CUCM security groups,
- Web interface for searching recordings by last name, first name, location, with contacts segmented and filtered by department/company,
- Listen to streamed recordings via a web interface, with option to download recording,
- Add notes while listening
- History of recordings which have been reviewed (date, compliance officer, comments, ...),

Administration features are also available:

- Provisioning of CUCM recording profiles from Active Directory,
- Reports to compare CUCM call detail records (CDR) with recordings,
- Reporting of list of numbers recorded.

User interface:

- User can start/stop selective recording from a Finesse Gadget
- User can browse and listen its' own recordings.

Note: telisca Recording is compatible with MediaSense Extension database, which provides an easy upgrade path.

1.2 Feature details

1.2.1 Archiving

Recordings are periodically transcoded and stored on network storages, which may be on separate storage devices as determined by the organization of the enterprise. It is possible to define a separate storage device for each recording Agent, as well as by department/company.

It is possible to use a local temporary storage before exporting to network storage. Export from the Recording Agent and to the network storages can be executed during specific time range to save the network bandwidth during working hours.

A daily report of archiving activity is available via the administration interface.

1.2.2 Audio file encryption option

Optionally, it is possible to encrypt the audio files after their export and conversion to MP3 on the secured shared network storage.

1.2.3 Recording database

At the same time that the recordings are exported, meta data recorded by the Recording Agent are retrieved and enriched in the Recording Manager's database, with information obtained from Active Directory, CUCM or a text file.

Directory contacts are retrieved by telephone number of the caller or the called party. The information stored includes: userId, last name, first name, department, company, location, comment,

1.2.4 Web interface user authentication and segmentation

Access to the web interface (https) to search and listen recordings is controlled by authentication based upon the CUCM user or an Active Directory login.

The user can be authorized to listen his own recording. The supervisor can listen recording from selected companies/departments.

Authorization and segmentation can be defined in Active Directory or in CUCM.

- In Active Directory: The supervisor must be part of an AD security group defined for supervisor. He will be authorized to search and listen the recording of the agents which have the same company and department attributes (attributes can be changed).
- In CUCM: The supervisor must be part of one or several CUCM user groups associated with a department's attribute. The supervisor will be authorized to search and listen the recordings of the agents of the defined departments.

1.2.5 Database search, listen to recordings

Users who are authorized to search recordings for a selected entity may search by: userID, Last name, first name, telephone number, date / time range, call duration, department/company, comment.

The screenshot shows the Telisca web interface for searching recordings. At the top, there is a search bar with a dropdown menu for 'Department' set to 'IT' and a 'Logout' button. Below the search bar, there are input fields for 'Range between' (01/02/2016 00:00 and 15/06/2016 23:59) and 'Min. call duration (sec.)' (20), with a 'Search' button. A 'Comments' modal window is open, showing a text area for 'new comment' and 'Update' and 'Cancel' buttons. Below the modal, a table displays search results with columns: User ID, Number, Device, Department, Company, and Location. The table contains several rows of data, including records for users like kate, john, arthur, SMITH, DENT, and ANDREW.

User ID	Number	Device	Department	Company	Location
kate	71101	SEP04DAD2BF1A89	IT	Telisca	Paris
john	71103	SEP60735C115338	IT	Telisca	Paris
arthur	71102	SEP544A0036CDF8	SALES	Telisca	Issy les moulineaux
SMITH John	john	71103	IT	Telisca	Paris
SMITH John	john	71103	IT	Telisca	Paris
DENT Arthur	arthur	71102	SALES	Telisca	Issy les moulineaux
SMITH John	john	71103	IT	Telisca	Paris
DENT Arthur	arthur	71102	SALES	Telisca	Issy les moulineaux
SMITH John	john	71103	IT	Telisca	Paris
SMITH John	john	71103	IT	Telisca	Paris
ANDREW Kate	kate	71101	IT	Telisca	Paris
ANDREW Kate	kate	71101	IT	Telisca	Paris
SMITH John	john	71103	IT	Telisca	Paris

The information available in the replicated database is displayed in a search results grid. When clicking on an icon, the recording may be listened via streaming or, optionally, may be downloaded (with a specific authorization level). Comments can be added. The recording can be marked for immediate Purge or increased retention.

1.2.6 Finesse Gadget

A Cisco Finesse gadget allows to start, stop, pause and resume the recording. It also allows the agent to device to keep or erase the current call recording.

1.2.7 Database purge

Depending upon retention parameters, database search results will be filtered, excluding those results whose age exceeds the retention limit. In addition, a physical purge of files is automatically effected.

Different retention parameters can be defined depending of the company/department.

1.2.8 Reporting of lines recorded by entity

Periodically the application sends via email a notification with an attached CSV file, which may be opened with Excel, containing the list of contacts recorded for each authorized entity

1.2.9 Provisioning of recorded lines

Recording Manager can update CUCM lines Recording Profiles according to Active Directory attributes.

1.2.10 Execution reports

An execution report allows the review of the completion status of all recording's exports. This may be compared with calls associated with recorded numbers in CUCM history data (CDR).

1.3 Architecture, prerequisites

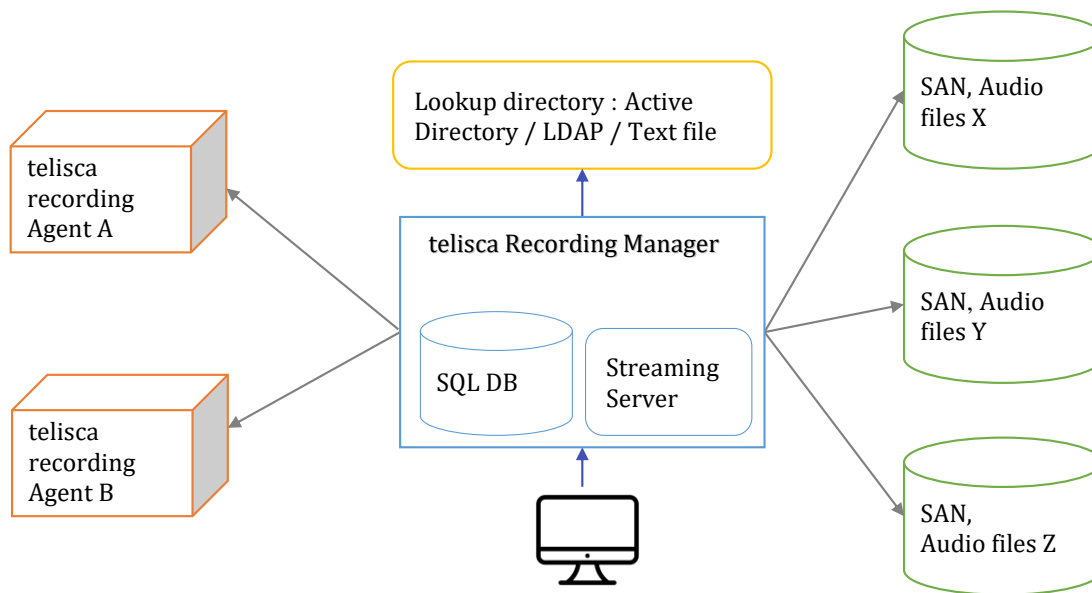
The application is installed on a Windows or Linux server, which may be virtualized and may be co-located with other telisca applications.

The audio files obtained from one or several Recording Agents are periodically converted to MP3 format, on a safeguarded storage device. The volume of stored MP3 files is approximately 500 kilobytes per minute of recording.

It is possible to define timeframes (by department/company) for exporting and copying the audio files in order to minimize bandwidth requirements during busy periods.

The server relies on an SQL database which may be synchronized in fault tolerance. Microsoft SQL Server Standard and PostgreSQL (freeware) are supported.

The application includes an, HTML5 compatible, audio streaming server,.



Access to recordings is via an HTML5 compatible browser, in HTTPS, and is subject to authentication.

Supported Cisco CUCM:

- CUCM version 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 (Build 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
- Linux Debian 8+
- Ubuntu 16.04 LTS

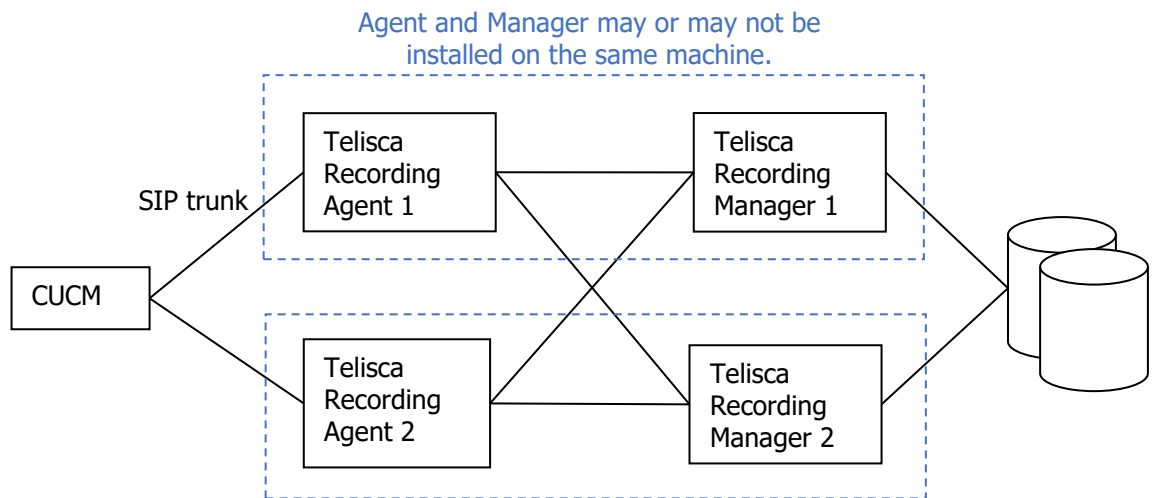
- telisca Recording Manager minimum configuration: 1 vCPU, 4 GB memory, disk 200 GB + 8 GB/agent/year archiving.
- telisca Recording Agent minimum configuration (Windows): 1 vCPU, 3GB memory, 40GB disk
- telisca Recording Agent minimum configuration (Linux): 1 vCPU, 2GB memory, 30GB disk.
- Supported virtualizations: VMware vSphere, MS HyperV, Cisco UCS, Cisco UCS6E.
- PostgreSQL v9.x (installed by Setup) or Microsoft SQL Server Standard 2012, 2014, 2016, 2019 & 2022.
- Cloud ready

Browsers supported:

- Internet Explorer 9.0+
- Chrome 3.0+
- Firefox 21+

1.3.1 Optional fault tolerance module

The optional fault tolerant configuration allows to continue recording the calls when the main server is down.



CUCM settings will define a primary and backup SIP trunk which will be associated to primary and backup telisca Recording Agents. A Hunt Pilot will be created with a Line Group that distributes the calls, in Top-Down mode, to the SIP trunks.

telisca Recording Manager may also be duplicated and will execute in Active/Active mode. Configurations are synchronized through the SQL database that need to be secured (cluster mode).

In order to offer a seamless access to Recording Manager's Web interface, a Virtual IP address or DNS can be configured using an external Load Balancer or Windows Network Load Balancer.