



## Cisco BroadWorks Call Recording Configuration Guide



## Catalogue

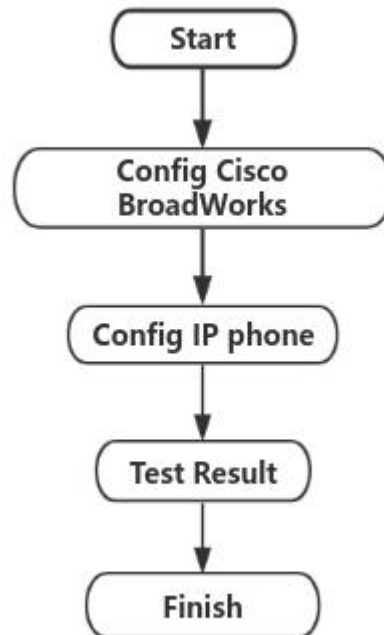
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## I Introduction

### 1. Feature Introduction

Cisco Broadworks' call recording allows users to record calls on the phone and synchronize the recording status issued by the server on the phone.

## II Configuration Process



## III Configuration Operations

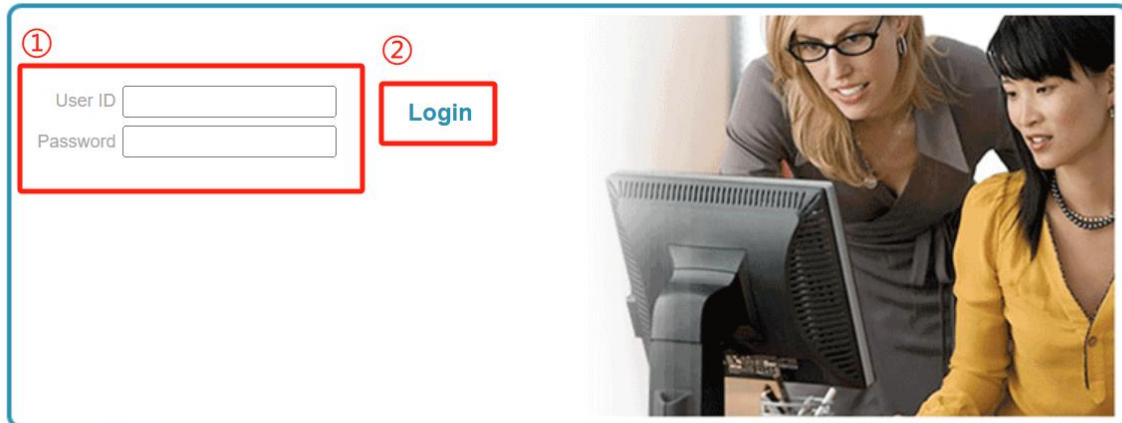
### 1. Config Cisco BroadWorks

#### ① Log in to Cisco BroadWorks

##### Operation steps:

Enter the Cisco BroadWorks address in the browser --> Enter the User ID and Password --> Click

Login--》 Login successful--》 Enter the user interface corresponding to the line you need to use.



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Enterprise Welcome [Logout]

<b>Options:</b> <ul style="list-style-type: none"> <li>Profile</li> <li>Resources</li> <li>Services</li> <li>Call Center</li> <li>Communication Barring</li> <li>Meet-Me Conferencing</li> <li>Utilities</li> </ul>	<h3>Profile</h3> <p><b>Basic</b></p> <p><b>Groups</b> Add, modify, or remove groups.</p> <p><b>Users</b> Display all users in the enterprise.</p> <p><b>Service Instances</b> Display all service instances in the enterprise.</p> <p><b>Profile</b> Display or modify profile information.</p> <p><b>Change Password</b> Change your password.</p> <p><b>Administrators</b> Add, modify, or remove administrators.</p> <p><b>Departments</b> Add, modify, or remove departments.</p> <p><b>Schedules</b> Add, modify, or remove schedules.</p>	<p><b>Advanced</b></p> <p><b>Activation Code Device Onboarding Policies</b> Configure service provider/enterprise level Activation Code Device Onboarding Policies.</p> <p><b>Call Processing Policies</b> Configure service provider/enterprise level Call Processing Policies</p> <p><b>Communication Barring Authorization Codes</b> Configure enterprise-level Communication Barring authorization codes.</p> <p><b>Dial Plan Policy</b> Configure service provider/enterprise level Dial Plan Policy</p> <p><b>Voice VPN</b> Manage the enterprise virtual private network.</p> <p><b>Virtual On-Net Enterprise Extensions</b> Manage Virtual On-Net Users.</p> <p><b>Dialable Caller ID</b> Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.</p> <p><b>STIR-SHAKEN</b> Configure STIR-SHAKEN signing, tagging, and verification.</p>
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Enterprise > Flying\_voice\_group1 > Users : 9725983509@iop1as.tekvizion.com Welcome [Logout]

<b>Options:</b> <ul style="list-style-type: none"> <li>Profile</li> <li>Incoming Calls</li> <li>Outgoing Calls</li> <li>Call Control</li> <li>Calling Plans</li> <li>Messaging</li> <li>Communication Barring</li> <li>Utilities</li> </ul>	<h3>Profile</h3> <p><b>Basic</b></p> <p><b>Profile</b> Display and configure profile information such as your name, department and address.</p> <p><b>Addresses</b> Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.</p> <p><b>Announcement Repository</b> Manage the announcements for a user</p> <p><b>Passwords</b> Set web access and portal passwords.</p> <p><b>Schedules</b> Add, modify, or remove schedules.</p>	<p><b>Advanced</b></p> <p><b>Assign Services</b> Assign or unassign services and service packs.</p> <p><b>Assign Xsi Policy Profile</b> Assign a Xsi policy profile for a user.</p> <p><b>Call Application Policies</b> Select Call Control Applications enabled for a user.</p> <p><b>Call Policies</b> Configure user Call Policies</p> <p><b>Call Processing Policies</b> Configure user-level Call Processing Policies</p> <p><b>Communication Barring Authorization Codes</b> Configure Communication Barring Authorization codes for a user.</p> <p><b>Device Policies</b> Configure user Device Policies.</p>
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User interface



## ② Assign Services

### Operation steps:

Assign Services--> Assign Service--> Select the required function (**Call Recording**)--> Add--> The required function appears in the right box--> Apply.

Enterprise > Flying\_voice\_group1 > Users : 9725983507@iop1as.tekvizion.com Welcome

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

**Addresses**  
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

**Advanced**

**Assign Services**  
Assign or unassign services and service packs.

**Assign Xsi Policy Profile**  
Assign a Xsi policy profile for a user.

**Call Application Policies**  
Select Call Control Applications enabled for a user.

**Call Policies**  
Configure user Call Policies

**Call Processing Policies**  
Configure user-level Call Processing Policies

**Communication Barring Authorization Codes**  
Configure Communication Barring Authorization codes for a user.

**Device Policies**  
Configure user Device Policies.

**Supervisor**  
Allows the user to manage which agents to supervise per call center.

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**Available Service Packs**

Flyingvoice-service pack

Add >  
Remove <  
Add All >>  
Remove All

**User Service Packs**

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**Available Services**

- Calling Name Delivery
- Calling Name Retrieval
- Calling Number Delivery
- Calling Party Category
- Call Me Now
- Call Notifv
- Call Recording**
- Call Return
- Call Waiting
- Charge Number
- Classmark

Add >  
Remove <  
Add All >>  
Remove All

**User Services**

- Authentication
- Busy Lamp Field
- Call Transfer
- Collaborate - Audio
- Collaborate - Sharing
- Connected Line Identification Presentation
- Directed Call Pickup
- Do Not Disturb
- External Calling Line ID Delivery
- Internal Calling Line ID Delivery
- Multiple Call Arrangement

OK
Apply
Cancel

## ③ Config Call Recording

### Operation Steps:

Click Call Control--> Call Recording --> Add--> Parameter configuration (see the table below for details)--> Click Apply.

Options:

- Profile
- Incoming Calls
- Outgoing Calls ①
- Call Control**
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Collaborate
- Utilities

## Call Control

### Basic

#### Call Pickup

Display the call pickup group to which you belong.

#### Directed Call Pickup

Pick up a call using a feature access code and an extension.

#### Call Transfer

Transfer a call to another phone.

#### Three-Way Call

Start a conference call

#### Music/Video On Hold - On

Play audio (music) or video when the remote party is held or parked.

#### N-Way Call

Start a N-Way Conference Call

### Advanced

#### Call Recording - On

Configure the call recording service.

#### Shared Call Appearance

Display alternate calling identity/device profiles or lines assigned to you.

Parameter	Description
Description	Priority Alert entry description, this item is customized.
Use Priority Alert/Do not use Priority Alert	Select whether to use Priority Alert. Select Use Priority Alert to use Priority Alert. Select Do not use Priority Alert to not use Priority Alert.
Selected Time Schedule	Select the work schedule of the Priority Alert entry. If this item is selected, the Priority Alert will ring when the specified number calls at the time specified in the schedule. When the specified number calls at other times, the normal ring tone will still be used.
Selected Holiday Schedule	Select the holiday schedule for this Priority Alert entry. If this item is selected, Priority Alert will not be used when the specified number receives a call at the time specified in the schedule.
Calls From	Select the caller number to use this Priority Alert entry. <ol style="list-style-type: none"> <li>① Select Any external phone numbers, all incoming calls will ring differently;</li> <li>② Select Following phone numbers , incoming calls from specific numbers will ring differently;</li> <li>③ Select Following phone numbers - Any Private number to ring differently for all anonymous numbers;</li> <li>④ Select Following phone numbers - Any unavailable number to ring differently for all unavailable numbers;</li> <li>⑤ If you need to distinguish ringtones for a specific number, you can fill in the specific phone number in the Specific phone numbers column.</li> </ol>
Calls to	Select the called number using Priority Alert, select it from Available Call to Numbers and click Add to add it to Selected Call to Numbers.

## 2. Config IP Phone

### ① Enable Call Recording

This step requires contacting FLYINGVOICE support for background configuration.



## IV Test Result

### Operation Steps:

Set Call Recording mode to **Always** on Cisco Broadworks to see that the phone is synchronized:

