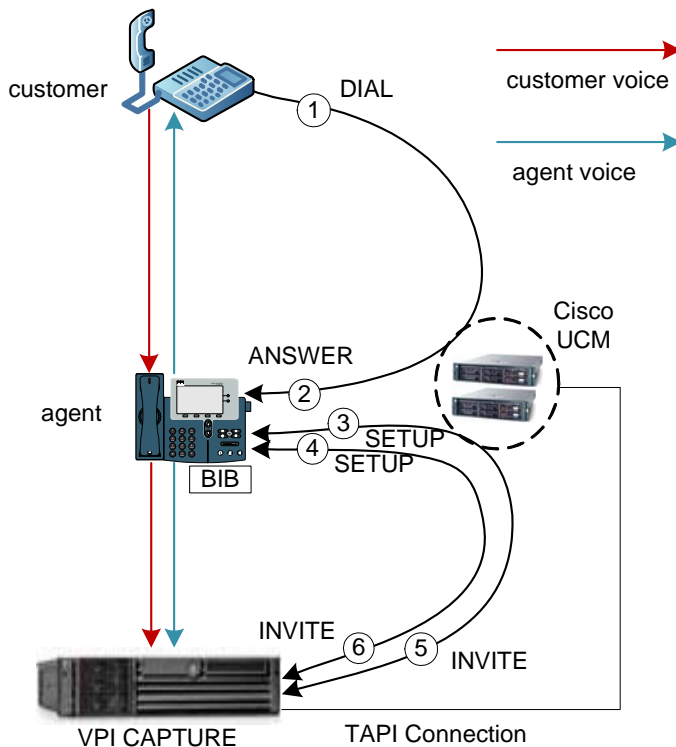




# Cisco Automatic Call Recording



## VPI CAPTURE™ Automatic Call Recording for

**Cisco®**

Unified Communication Manager 7.0.1, 6.0.1, 6.1.2  
Unified Communications Manager TSP (TAPI) 6.1 (2.4)

Third-generation IP Telephones:  
7906G, 7911G, 7921G with 8/2008 update, 7925G,  
7931G, 7941G, 7941G-GE, 7942G, 7945G, 7961G,  
7961G-GE, 7962G, 7965G, 7970G, 7971G-GE,  
7975G, and IP Communicator 7.0(1) (and later)

Advanced Software-only IP Voice Recording  
via Cisco® Unified Communication Manager  
Configured for Automatic Call Recording

SIP Protocol

TAPI-based Collection of Call Attributes

Eliminates the Need for SPAN Audio Packet Capture

Single or Multi-site Configurations, with Optional VPI  
Roll-over and Cisco Fail-over for Maximum Protection

Through collaboration with Cisco, VPI ensures that organizations are able to effectively leverage VoIP recording solutions to capture, evaluate, analyze and improve multimedia interactions in Cisco Unified Communications Manager, UCC Enterprise and UCC Express environments. **VPI CAPTURE** leverages open architecture and is platform independent to integrate seamlessly into your existing and evolving infrastructure.

## Active, Automatic Recording of All Calls

VPI, a dedicated Cisco Technology Developer Partner, in cooperation with Cisco, has fully integrated its robust, award-winning **VPI CAPTURE** call recording technology with Cisco Unified Communications Manager platforms for streamlined, software-only Automatic Call Recording (ACR). The recording solution receives Agent and Customer voice streams from Built-in Bridge (BIB) of agent IP phones in SIP protocol, managed by the Cisco Unified Communications Manager. When the voice recording starts, an active TAPI connection between **VPI CAPTURE** and the Cisco Call Manager provides for capture of the call attribute details that are automatically entered into the recorder's database and associated with pertinent voice recordings.

With Automatic Call Recording integration, the Cisco Unified Communications Manager system triggers a recording session whenever a call is received or initiated from the agent IP phone's line appearance. During the recording session, the two media streams of the recorded call, employee and customer, are relayed from the employee's phone to the recorder. UCM-triggered recording, when ACR feature is enabled, always results in capture of the entire call. Automatic recording always starts at the beginning of the call and is automatically terminated when the call ends.

### Supported Recording Scenarios

- Simple Call
- Call Transfer
- Live Monitoring
- Instant Recall
- Fixed and Free Seating

### Supported Recording Modes and Retention

- 100% Full Time Recording
- Configurable Selective Retention of Recordings

## Solution Advantages

### Dedicated Span Ports Not Required

VPI's direct Automatic Call Recording method using dual media stream technology eliminates the need for spanning ports.

### Superior Audio Quality

With a direct connection to Cisco Unified Communication Manager, **VPI CAPTURE** captures superior audio quality by securely streaming audio from the IP Phone End Points without sniffing packets on your VoIP network.

### Maximum Reliability

**VPI CAPTURE** provides for multiple redundancy options ranging from internal, component-level redundancy of each recording server to external redundancy via Rollover and Failover features that can be used individually or in conjunction for maximized protection.

#### **VPI Roll-over**

VPI developed the advanced *SIP Recorder Rollover* capability for multi-recorder environments to insure that all calls are given the chance to be recorded. If the maximum channel count on a recorder is reached, VPI has the ability to send that call to another recorder with unused channels.

#### **Cisco Failover**

Applicable in conjunction with pairs of VPI recording servers, where one server is always actively recording while the backup server is on standby. The backup server starts recording automatically if the primary server experiences failure or service interruption.

### Open, Standardized File Formats

The application supports the standard codec implementations G.729 and G.711, thereby allowing for unified file formats for hybrid or transitional call recording implementations, involving both, TDM and VoIP communications.

## Customer Requirements

- Provide TAPI Connection between the Cisco® Unified Communication Manager and VPI CAPTURE for collection of data events.
- Only Cisco® third-generation IP Phones: 7906G, 7911G, 7921G with August 2009 maintenance update, 7925G, 7931G, 7941G, 7941G-GE, 7942G, 7945G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G, and IP Communicator 7.0(1) (and later) are supported.
- Cisco® Unified Communication Manager 6.1.2 or 7.0.1
- Cisco® Unified Communication Manager TSP (TAPI) 6.1(2.4) or 7.0
- Cisco Unified Communication Manager Automatic Call Recording configuration must be completed on all VPI recording servers installed at the customer location.
- Cisco Unified Communication Managers configured with recording profiles and correctly setup with a SIP trunk pointed at the VPI call recorders must be provided.

Each **VPI CAPTURE** server can scale to support up to 192 endpoints. Additional recording channel capacity is easily achieved by multi-server networked solution. Final recording capacity can be scaled to several thousands of channels. As additional recording servers are added to the environment to support a growing endpoint count, it may become necessary to add an additional server for V-Portal support. V-Portal is the centralized Web-based application server that allows end users to seamlessly search and playback calls from any recording server from a single UI. As more users simultaneously search and playback recorded interactions, the performance of the centralized V-Portal server may be impacted, thus VPI recommends separating out the database from the application server and placing these components on separate servers.

## Additional Cisco VPI CAPTURE Recording Integrations

1. Span Port with Cisco® Skinny Client Control Protocol for efficient communication with Cisco® Unified Communication Manager
2. In-line tap box for environments where Port Spanning not supported or preferred

## About VPI

VPI (Voice Print International, Inc.), a Cisco Technology Development Partner, is a leading innovator and provider of integrated call recording, quality management and performance management solutions for contact centers, government agencies, and first responders. VPI's award-winning solutions help over 1,300 organizations worldwide improve workforce performance, build customer loyalty, minimize risk and ensure compliance. For more information, visit [www.VPI-corp.com](http://www.VPI-corp.com) or call (800) 200-5430.



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