Recording common features 64

RECORDING		
Feature	**Description**	**Value**
Active call recording with Cisco CUCM JTAPI	Active recording captures the call data and call stream through a direct connection with the PBX platform. This means that the signaling information can't be lost. Active recording achieves close to 100% capture reliability, and other call data contained on the platform can be captured and stored as well.	The most reliable recording method.
Cisco selective user recording	A variation of the Cisco Active Recording with JTAPI. It is up to the user to decide, if the call should or should not be recorded and stored.	Only calls of particular interest are recorded.
Cisco selective silent recording	A variation of the Cisco Active Recording with JTAPI. Using this feature of the CUCM, ZOOM recording server can invoke the recording session based on predefined business rules and events.	Capacity and storage saving advantage.
Active SIP based call recording with Cisco CUBE	Active SIP Recording (ASR) is a QM suite recording method, based on the dial-peer forking feature of Cisco Unified Border Element (CUBE). QM suite can record calls forked by CUBE, regardless of what type of communication manager you use in your center. The only condition is that the calls have to go through the Cisco CUBE.	Option to record devices not controlled by CUCM.

Active SIP based video and telepresence recording with Cisco CUBE	ZOOM Video and Telepresence recording is a feature of ZOOM Quality Management suite. It benefits from the active network-based recording method used by Cisco. This method of Active SIP Recording utilizes the dial-peer forking feature of Cisco Unified Border Element (CUBE). Due to the Cisco CUBE capabilities, it is possible to: • Record video calls between SIP endpoint controlled by the CUCM • Record video calls between Cisco Jabber Clients or Jabber and video endpoints controlled by the CUCM For more details of this feature, please see the dedicated product sheet.	Video call and telepresence recording.
Cisco Mobile Agent Recording	Cisco Mobile Agents as a feature of the Cisco Unified Contact Center Enterprise (UCCE) can now be recorded. Both Mobile Agent connection Modes are supported: • Call-by-Call Connection Mode • Nailed Connection Mode There are three different recording options you can select from, according to your Cisco Unified Communication system deployment: • Active Recording on LCP Port	Mobile Agents extending the UCCE operations can be recorded same way as Agents located in a formal Contact Center.

Active SIP based Spark Hybrid Call recording with Cisco CUBE	Cisco Spark Hybrid Services enable Cisco Spark customers to connect on-premises collaboration services to the Cisco Collaboration Cloud. Cisco Hybrid Call Service integrates Cisco Spark customers with Cisco Unified Communications Manager (CUCM) or Hosted Collaboration Solution (HCS) and their current call control with the Cisco Collaboration Cloud. ZOOM is able to record both incoming and outgoing calls from the Cisco Spark client, whenever such call is routed through a Cisco Voice Gateway with CUBE enabled and configured.	Recording of Cisco Spark Hybrid.
Basic SIPREC recording	ZOOM acting as a Session Recording Server receives recording requests from Session Recording Client. This role can be performed by a PBX or a Session Border Controller supporting the Session Recording Protocol. Recordings and call-related data, transmitted using the SIPREC protocol, are stored within ZOOM recording server	Possibility to record calls controlled or routed through a system supporting SIPREC.
BroadSoft integration based on SIPREC recording	ZOOM is able to record voice interactions controlled by the BroadSoft CC-One. To do so, a bridge between the BroadSoft cloud-based system and the on-premises telephony must be established. It consists of two Session Border Controllers (SBC) on the edge of both sites. The SBC on the company site is configured to pass the SIPREC recording request and the audio stream to ZOOM recording server.	It is possible to record calls controlled by the BroadSoft CC-One.

Dial-in recording	ZOOM Dial-in Recording is a very simple yet robust recording solution, giving users a wide range of possibilities to record phone calls or take audio notes, using their desk or mobile phones. This service can be accessed from within the company telephony system, as well as from outside. Users can actively dial into a recorder service number to access the following services: • Dial-in Single Telephone recording • Dial-in Single Call recording This recording method is been successfully tested in conjunction with the AudioCedes SBC.	Possibility to use the ZOOM as a voice recorder to record calls of particular interest.
Analog Device recording with Dial-in recording	You can use the above described Recording type to record analog devices like terrestrial radio stations connected to an AudioCodes SBC by the means of a FXS port.	Enhanced analog device recording options.
Skype for Business Recording	All Skype for Business voice traffic which is routed through an AudioCodes SBC serving as a recording Gateway can be captured and stored within ZOOM Recording system.	Recording of bussines related communication on Skype for Bussines.
Active call recording on Avaya Aura CM	ZOOM Quality Management provides an active recording of the Avaya platform, based on the Avaya Aura Communications Manager. The Avaya Driver is an active driver module in the Call Recording Core, that acts as an interface to the Avaya platform.	The most robust, reliable solution for the Avaya platform.
Active call recording with Genesys CIM	The Active Recorder uses Media Stream Replication (MSR) as an active recording solution with Dual Channel Recording. The Genesys SIP server sends SIP sessions to the recorder and provides basic call info and voice (RTP) data. The MSR is where the Media Server replicates the RTPs packets and makes them available to the recording server. Additional event-related information is provided by the T-Server unit of the SIP server.	Extremely reliable recording solution.

Advanced passive call recording on Cisco Platforms	A recording method where the telephony signaling is forwarded by an IP PBX to the ZOOM Call Recording server using JTAPI integration, but the RTP streams are sent to the recording server by IP network switches, which send a copy of the telephony network traffic. Available for Cisco.	Very reliable recording method, which may reduce license costs.
Enhanced passive recording EPR with Genesys CIM	The Call Recording server monitors SIP signaling and extracts information about calls currently in progress. Information collected includes the terminal addresses of the parties involved in the call and associated RTP streams. Through the T-Library, Call Recording integrates with the SIP T-Server to retrieve data about agents, their interactions and any attached data.	This network-dependent method is suitable for unsupported environments.
Enhanced passive recording on Avaya Aura CM	ZOOM Quality Management provides enhanced passive recording via the Avaya platform based on the Avaya Aura Communication Manager. This method uses the Avaya TASPI service to retrieve call event messages and connects to the SMS WS to obtain information about device location (IP address). The device information is cached and can be updated as required.	This method of recording doesn't consume licenses on the Avaya platform during recording.
Passive call recording	An older recording method which does not require IP PBX integration. It uses the SPAN (Switched Port Analyzer) capability of network switches to mirror the telephony signaling of SIP or Cisco Skinny and the voice streams to the recording server. Passive SIP recording may also be done with platforms other than Cisco, Genesys or Avaya IP PBX.	Useful for situations, where an IP PBX integration isn't possible.
Integration with Cisco MediaSense	Cisco MediaSense is a network-based platform that provides recording, playback, live streaming and storage of media and associated metadata. The MediaSense adaptation allows customers to install QM suite on top of MediaSense, where MediaSense performs the recording and QM suite provides other value-added functions, including centralized access to all recorded calls, Media Lifecycle Management tools, User Management, Quality Management, E-learning and Speech Analytics, as well as Media encryption, which is required by the PCI DSS requirements.	Unified management of all recordings regardless of a source.

Amazon Connect Integration	ZOOM connects to the Amazon Server through a specialized module which extracts calls recorded by Amazon Connect. The recording is then saved to a configurable destination on the ZOOM Call Recording server. All recordings can then be analyzed as any other call data with ZOOM Quality Management.	Perform Quality management on Amazon Connect recordings
Prerecording	A recording option, where all calls between devices are recorded, but not saved automatically. Users have an option to request the recording to be saved during the call or within a defined time period after its termination. The users can also mark the saved calls with tags. This option is available only in conjunction with Cisco CUCM integration.	A storage saving option, allowing a compliance only when recording is necessary.
Instreamer support	ZOOM Instreamer Integration Module listens to defined IP addresses and certain ports, ready to receive and record the incoming RTP stream, whenever they start to be sent from the Barix Instreamer device, using UDP protocol.	Analog signal recording support.
Non-standard call scenarios	Call Recording by ZOOM supports recording many different call scenarios according to the type of IP PBX platform and the degree of IP Telephony integration. For more detailed information please consult the official ZOOM product documentation. For a full list of supported call scenarios, please see the official ZOOM product documentation.	Possibility to record all segments of a call with multiple participants.
ZOOM Recording - common features		
Flexible recording rules	The use of hierarchically structured recording rules allows system administrators to define precisely what types of calls between which devices will be recorded. It is possible to define recording rules based on various criteria, such as day of the week, time or agent extension, and to define a percentage of calls from specific devices to be recorded. It is also possible to automatically tag calls matching specific recording rules. These data can be used later for a variety of purposes.	Possibility to define exactly what, when and how much to record.

Advanced and secured user management	System users must be configured and allotted specific rights in order to gain access to the system, view specific things and perform actions according to their particular role within the company. System administrators have at their disposal a rich variety of predefined roles, like Contact Center manager, Supervisor or Auditor. These privilege sets can be changed at any time. The frequency of password changes and password complexity can be defined by administrators. All users' actions are logged.	Secure user management.
Viewing recorded calls	ZOOM Call Recording has a web-based user interface. Customization or permission allow what a user can view in the recorded calls list based on their role in the company or their access level.	Customization possible within the user interface.
Localized user interface	The web user interface is available in 16 languages.	Including Russian, Spanish, Portuguese, Arabic etc.
Advanced search functionality	Along with standard search criteria like date, time, phone number, extension number or call type, users can combine criteria with other data collected from the IP telephony or IP Contact Center system. The possibility to search recording is based on tags or other data. A frequently used combination of search criteria can be saved as a filter for later use and these filters may be enabled or disabled at any time.	Advanced search options simplify daily work.
Playing recordings	Users can replay selected calls directly from within the web interface using the integrated media player or a media player installed on their OS. To replay multiple calls or calls composed of multiple segments, such as consultative transfers, a built-in advanced player is provided.	Easy to listen to recordings
Adding and editing call descriptions	Users with sufficient access rights can add or change descriptions or add short notes to calls displayed by the system. This can simplify their workflow and allows for the addition of additional search criteria.	Easy to comment, sort and search.

Working with restored calls	It is possible to restore archived or locally deleted calls. Thanks to sophisticated Media Lifecycle Management, the system allows users to quickly access archived calls.	Flexible record access.
Enhanced audit service	ZOOM tracks all user activities within the application by keeping an audit log for enhanced security and compliance purposes. By default, viewing and using the audit log is only available to users with Administrator or Auditor role.	Assurance of security and legal compliance.
MEDIA LIFECYCLE MANAGEMENT		
WAV, MP3 and MP4 support	ZOOM Call Recording supports the decoding and storing of raw IP telephony data into two formats: WAV and MP3. WAV requires additional storage space, but is the best for speech analysis, whereas MP3 format is used in all other cases. The standard MP4 format is used for capturing video calls.	Use of common media file formats.

Media Lifecycle Management	Media Lifecycle Management is a set of tools related to the maintenance of media files. A correctly configured policy prevents the server from filling up to capacity. These tools are: • **Archive tool** - Archiving enables the retention of media files in different storage mediums or in Amazon S3. The IBM TSM and the Centera storage solutions are also supported. • **Relocation tool** - Stored calls and screen captures can be periodically relocated elsewhere within the Call Recording system. This helps with data storage optimization. • **Synchro tool** - The Synchro tool provides simple, but crucial operations in deployments, where replay servers are deployed. The tool can also be configured between two solutions, in order to guarantee data redundancy. • **Restore tool** - The Restore tool provides the functionality of restoring calls from archived (zip) files, that are created by the Archive Tool. • **Delete tool** - The Delete tool permits administrators to configure the deletion of media files from the server in order to free up storage space for new calls. Administrators have the possibility to configure the Delete tool to ensure that defined types of recordings are protected against deletion for a given time period for legal compliance reasons. • **Disk Space Monitor** - The Disk Space Monitor displays the amount of free disk space for recording and can send warnings, when disk space falls below a certain threshold. • **Unprotect tool** - Removes protection lock from evaluated calls and enables their deletion.	Efficient tool set to manage the media file storage.
INTEGRATION		

Integration with Genesys Contact Center	The Genesys Customer Interaction Management (CIM) platform supports several underlying PBXs. Call Recording supports these PBXs for call recording and contact center integration: • Genesys contact center with Genesys SIP Server • Genesys contact center with Cisco Unified Communications Manager Three Call Recording services are available for Genesys integration: GIM, EPR and MSR. Each service provides the same data.	The Contact Center Integration Module allows much more efficient work with call records.
Integration with Cisco UCCE	The Cisco UCCE Integration Module enables contact center users to gather all contact related data with recorded conversations. The tool enables users to work with this data for additional categorization, selection for evaluation or to simply search according to available metadata.	The Contact Center Integration Module allows much more efficient work with call records.
Integration with Cisco UCCX	The connection with Cisco UCCX is based on the UCCX CTI communication protocol. This provides a foundation for the implementation of methods and functions needed to create CTI-enabled client applications for this platform. A connection with Call Recording is implemented through the Call Recording API.	The Contact Center Integration Module allows much more efficient work with call records.
Integration with Cisco Finesse agent and supervisor desktop	ZOOM Recording indication and control Finesse widget offers the following features: • Recording controls: pause/resume. • Recording indication: call in progress/recorded/paused for both calls and screens. • Transfer to Survey button. • Adding of tags to calls in progress. Different sets of tags can be defined for both Agents and Supervisors.	Integration with Cisco next generation agent desktop with advanced security and user experience.

Integration with Avaya CC Elite	ZOOM Suite supports limited integration with Avaya Contact Center Elite and provides the following features: • The ZOOM Avaya driver is able to collect contact center related attached data. • All data collected can be used for searching and displaying calls in the Call Recording Web UI. • All data collected can be used as a recording rule in order to decide which calls to record.	The Contact Center Integration Module allows much more efficient work with call records.
ZOOM CRM toolbar with Salesforce integration by B&S	The ZOOM CRM Toolbar blends seamlessly with the Salesforce integration provided by B&S. It offers following features: • Recording controls: pause/resume. • Recording indication: call in progress/recorded/paused for calls • Adding of tags to calls in progress. Different sets of tags can be defined for Agents.	ZOOM funtions directly winthin your Salesforce enviroment
PCI DSS COMPLIANCE		
Secured user management	System users must be configured and allotted specific rights in order to gain access to the system and perform actions according to their particular role. The frequency of password changes and password complexity can be defined by administrators. All users' actions are logged.	Secure user management.
Secured network communication	All network communication protocols used by ZOOM Call Recording can be operated in secured (encrypted) mode. Encryption keys and passwords are managed by the Call Recording key manager.	Secured protocol communication.
Media files encryption	This security feature ensures that recordings are replayed only from within ZOOM Quality Management Suite by identified and authorized users. In case of data loss from the Data storage or unauthorized access customers privacy will not be compromised.	Media encryption.

HTTPS support	ZOOM QM Suite installs a web server (Apache Tomcat 6.x) to run web-based applications such as the Call Recording Web GUI. Since PCI DSS compliance requires secure (HTTPS) access via a Secure Socket Layer (SSL), implementation can be easily configured as a native function of the Tomcat web server, which is supported by the ZOOM QM Suite.	HTTPS support.
Automatic Pause and Resume	Automatic Pause and Resume integration can use trigger events on the agent desktop to pause recording when sensitive customer data will be processed and then trigger events from the agent desktop to resume recording for the remainder of the call. Pause and Resume triggers can be obtained from various types of applications including native Windows applications, browser-based applications, terminal applications and many more. An Automatic Pause and Resume integration for the Epic Systems software for the medical industry is also provided. The same principle applies when manual pause and resume actions are required. The Automatic Pause and Resume service is operated using secured HTTP (HTTPS) connection.	Possibility to keep sensitive customer data off record.
MiFID II COMPLIANCE		

MiFID II Compliance	ZOOM supports full compliance with the MIFID II regulation. The core MiFID II requirements are supported as listed below: • **Capturing Relevant Interactions** - A wide variety of recording techniques ensure the possibility to record all required interactions. • **Identifying** - Relevant interactions can by tagged automatically or manually to be marked and treated by the system according to MIFID II regulations. • **Keeping** Relevant Interactions - Such data can be protected against deletion and marked for safe storage for a defined time period. • **Auditing** Data Flow and Data Access - All actions are logged and audit information are kept within the Audit log. • **Exporting** Audit Logs and Media Files - Authorized system users have the possibility to export both relevant audit information and/or relevant media files. • **Compliance Management** - ZOOM as a first class Quality Management system can easily support Compliance as an aspect of Quality. • **Compliance Training** - ZOOM Training is an appropriate instrument in the fulfillment of this legal requirement. • **Monitoring Compliance Conformity** - ZOOM as a leader in Quality Management solutions can easily support Compliance conformity monitoring. Compliance conformity is considered to be a subset of the whole quality assurance process.	ZOOM is MIFID II compliant.
GDPR COMPLIANCE		

GDPR Compliance	ZOOM is fully compliant with the GDPR requirements by supporting the following GDPR objectives: • **Consent for the processing of their personal data** - Consents can be captured and searched for. • **Right to Access** - Compliance Officers can search for data, export and send them. • **Right to be Forgotten** - Compliance Officers can find and anonymize personal data and the recordings. • **Data Portability** - Data can be exported and transmitted to eligible subjects in a standard JSON format. • **Privacy by Design** - Every system user, the Compliance Analyst role included, has access exclusively to data relevant to the execution of their duties. • **Data Protection Officers** - The Compliance Analyst role is equipped with all necessary system privileges (access and actions) to defectively perform its duties. The Compliance Officer has at his/her disposal a useful set of tools, like the Compliance Tab in the UI and a set of compliance tags.	ZOOM is GDPR compliant.
SYSTEM SECURITY		
Active system monitoring	A set of features to monitor all QM suite servers and receive prompt alerts for any hardware or software issues. In addition, SNMP extends have been incorporated in order to provide detailed in-depth information concerning QM Suite services and hardware statuses.	Excellent support for IT administrators.
HA support	High availability is possible in different ways dependent on the various IP communications platforms and call recording scenarios. For a detailed overview of HA and redundancy support, please see the official ZOOM Call Recording documentation.	HA is supported.

Prerequisites	
Hardware requirements	Please consult the official ZOOM Documentation

Network settings	
IP PBX settings	
IP Contact Center settings	
Call Recording per seat license	Active

User hardware minimum requirements	
Hardware	Any device and any OS supporting the following web browsers and players:
Web browser	• ○ **Google Chrome -** latest available version supported ○ **Internet Explorer 11** - latest available version supported ○ **Mozilla Firefox** - latest available version supported
Other components	• Java: the latest Java update is recommended. • Internet Explorer requires additional configuration in order to play back calls from the ZQM Web Interface. • Media player: MS Windows Media Player, VLC, QuickTime Player.