



A MITEL
PRODUCT
GUIDE

Mitel OpenScape Contact Center Enterprise

OpenScape Contact Media Service Recording

User guide

11/2024

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1 Introduction

The OpenScape Contact Media Service On Demand Record is a feature that allows an agent to start/stop call recording using a button in the Agent Portal Web user interface.

The support of on-demand recording is added to the OpenScape Contact Media Service Call Recording feature, and it is supported only for OpenScape Voice and OpenScape 4000 communication platforms.

The on-demand recording feature was built on top of the OpenScape Contact Media Service Call Recording feature. Therefore, refer to the OpenScape Contact Media Service, Installation Guide for more details on the infrastructure, components, and recorder configuration.

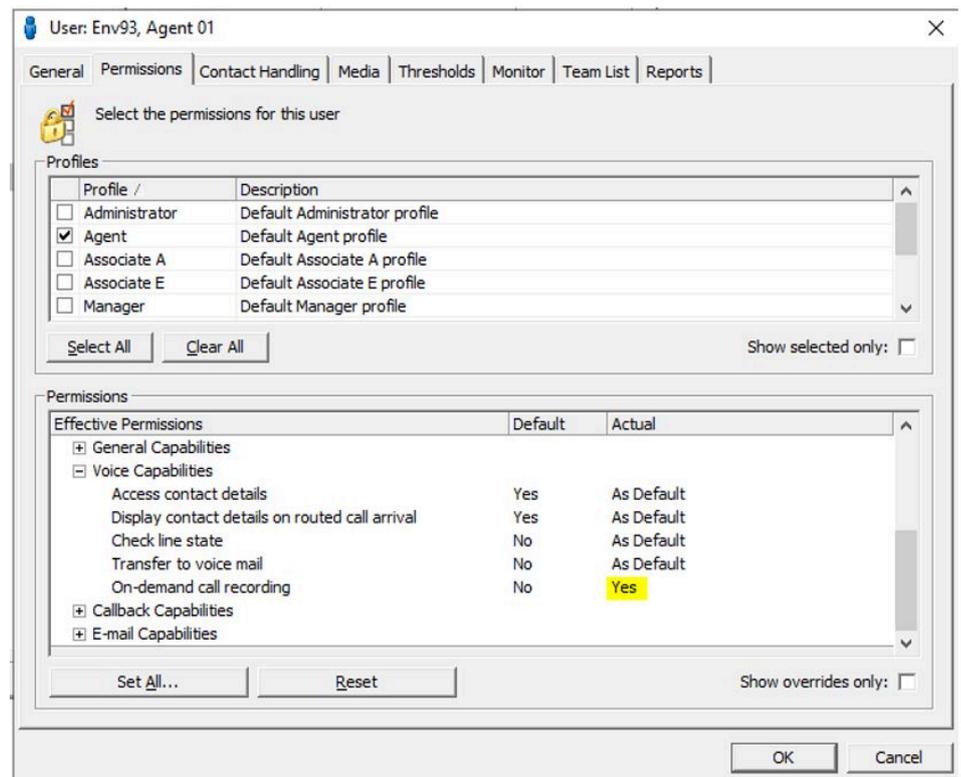
The chapters of this document describe additional information for service technicians/users who need to configure and use this feature.

2 Configuration

2.1 OpenScape Contact Center Manager Application

The OpenScape Contact Center Manager application has a permission (Client Desktop/Agent Portal Permissions - Voice Capabilities) for the Agent named **On-demand call recording**. The default value for this parameter is "no".

If the parameter is set to "yes", it will allow the agent to start/stop call recording for a call in which the agent is participating.



2.2 Application Server

An instance of the CMS system configuration must be added to the Application Server Configuration Center, as follows:

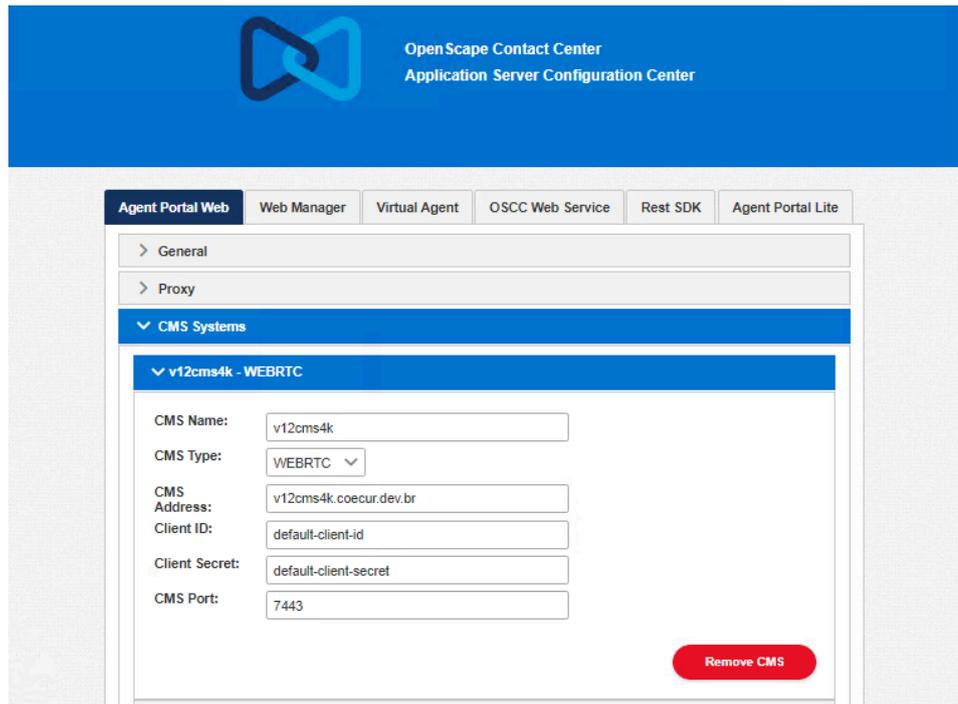
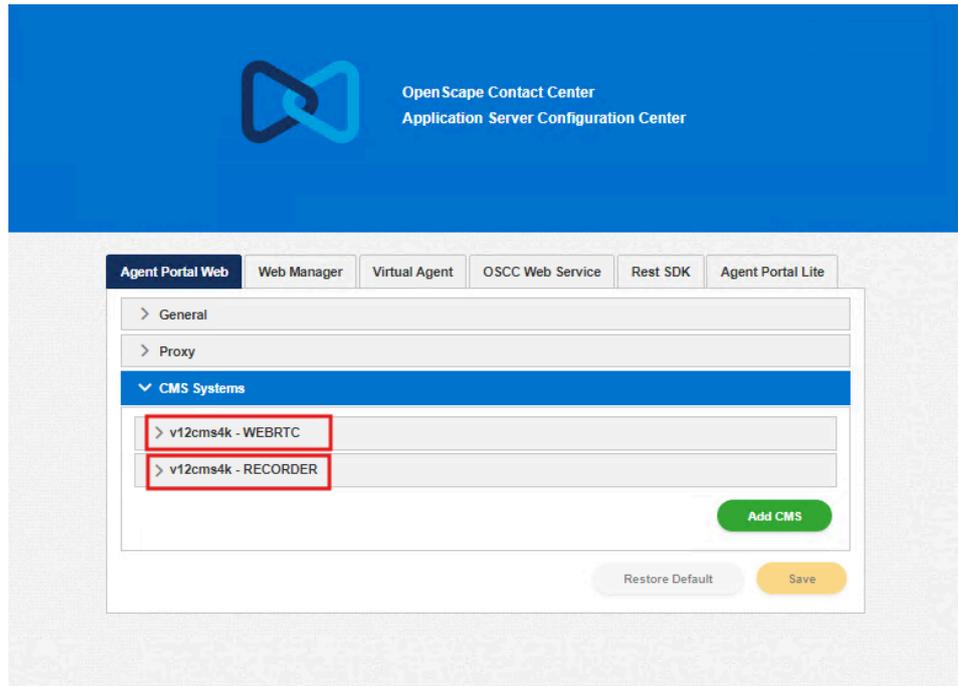
- On the Agent Portal Web, for Recorder.
- On the OSCCWebService, for the Search Recording functionality.

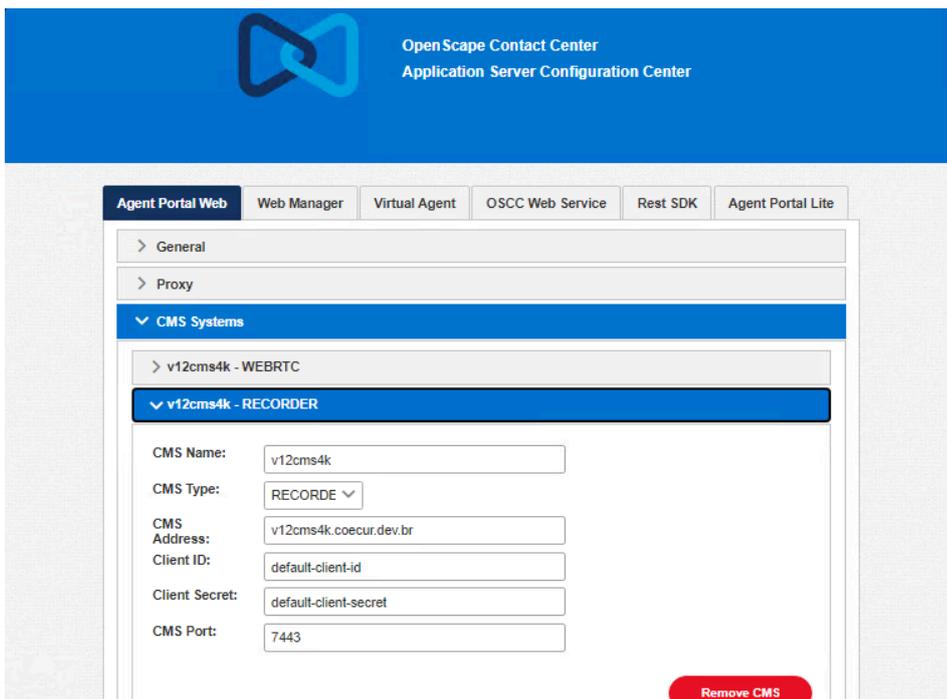
The WEBRTC instance is used for Integrated Phone, while the RECORDER instance is used for On Demand call recording.

- CMS System > CMS Type > WEBRTC (Integrated Phone)
- CMS System > CMS Type > RECORDER (Recorder)

Recording Systems instance is used for the Search Recording functionality on Web Supervisor.

Configuration





The **webagent.xml** file, must be consistent with the below configuration:

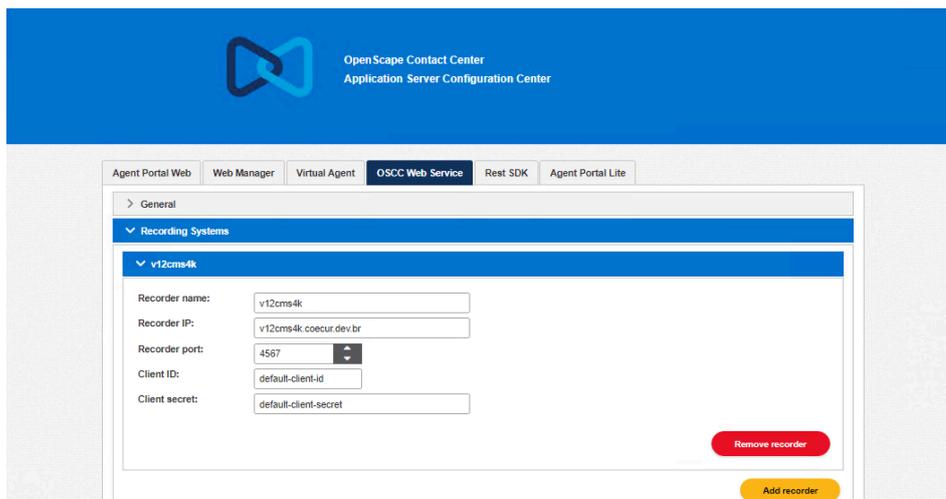
```

1  <?xml version="1.0" encoding="UTF-8" standalone="yes" ?>
2  <webagent-config>
3    <loglevel>DEBUG</loglevel>
4    <adminserver-address>6000@blazer.oscoteat.com</adminserver-address>
5    <service-provider-host-url>https://cerebro.oscc.com.br/agentportal</service-provider-host-url>
6    <https-proxy-address>proxyUser:password@proxyHost:port</https-proxy-address>
7    <websocket-timeout>10000</websocket-timeout>
8    <circuit-scope>ALL</circuit-scope>
9    <maxFileSize>5MB</maxFileSize>
10   <maxBackupIndex>10</maxBackupIndex>
11   <desktop-app-download-enabled>true</desktop-app-download-enabled>
12   <csp-domains>*.maftauth.net *.live.com *.msauth.net *.microsoftonline.com</csp-domains>
13   <cms-systems>
14     <cms>
15       <cms-name>STCMS11</cms-name>
16       <cms-address>stcms11.oscc.com.br</cms-address>
17       <cms-type>WEBRTC</cms-type>
18       <client-credentials>
19         <id>default-client-id</id>
20         <secret>default-client-secret</secret>
21       </client-credentials>
22       <cms-port>7443</cms-port>
23     </cms>
24     <cms>
25       <cms-name>STCMS11</cms-name>
26       <cms-address>stcms11.oscc.com.br</cms-address>
27       <cms-type>RECORDER</cms-type>
28       <client-credentials>
29         <id>default-client-id</id>
30         <secret>default-client-secret</secret>
31       </client-credentials>
32       <cms-port>7443</cms-port>
33     </cms>
34   </cms-systems>
35 </webagent-config>
36

```

NOTICE: The **webagent.xml** file is located in the following path:

C:\Program Files (x86)\OpenScope\Contact Center\ApplicationServer\ApacheWebServer\conf\webagent.xml



The `osccwebservice.xml` file, must include the following configuration:

```
1 <?xml version="1.0" encoding="UTF-8" standalone="yes"?>
2 <mobilesupervisor-config>
3   <server-address>6000@osccs07.oscctest.com</server-address>
4   <expiration-time>15</expiration-time>
5   <diag-level>DEBUG</diag-level>
6   <recording-systems>
7     <recorder>
8       <recorder-name>cms07</recorder-name>
9       <recorder-ip>80.253.145.11</recorder-ip>
10      <recorder-port>4567</recorder-port>
11      <client-credentials>
12        <id>default-client-id</id>
13        <secret>default-client-secret</secret>
14      </client-credentials>
15    </recorder>
16  </recording-systems>
17 </mobilesupervisor-config>
18
```

NOTICE:

The `osccwebservice.xml` file is located in the following path:
C:\Program Files (x86)\OpenScape\Contact Center\ApplicationServer\ApacheWebServer\conf\osccwebservice.xml

2.3 OpenScape Contact Media Service

It is possible to configure the Call Recording feature for each monitored extension with the following values: **Fixed** or **On-Demand**.

To allow the external control of the **On-Demand** call recording, the Contact Media Service provides commands in a REST interface for starting and stopping call recording. For the Call Recording Start/Stop agent control, the Application Server can directly send REST requests to the CMS.

Depending on the communication platform, the following actions will take place:

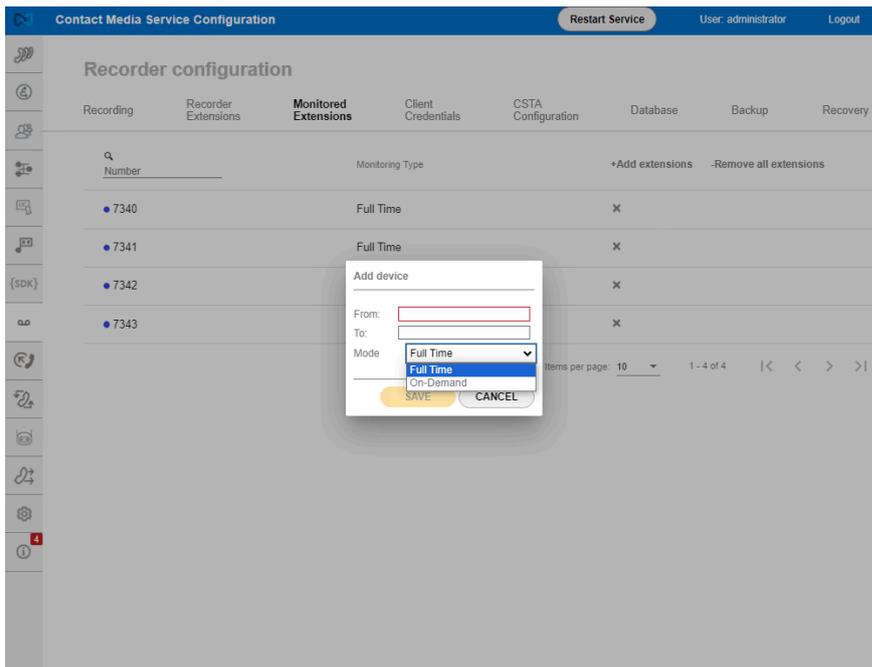
- OpenScape Voice - SILM is started or stopped according to the command received through the REST interface.

- OpenScape 4000 - Timeslot Connect is started or stopped according to the command received through the REST interface.

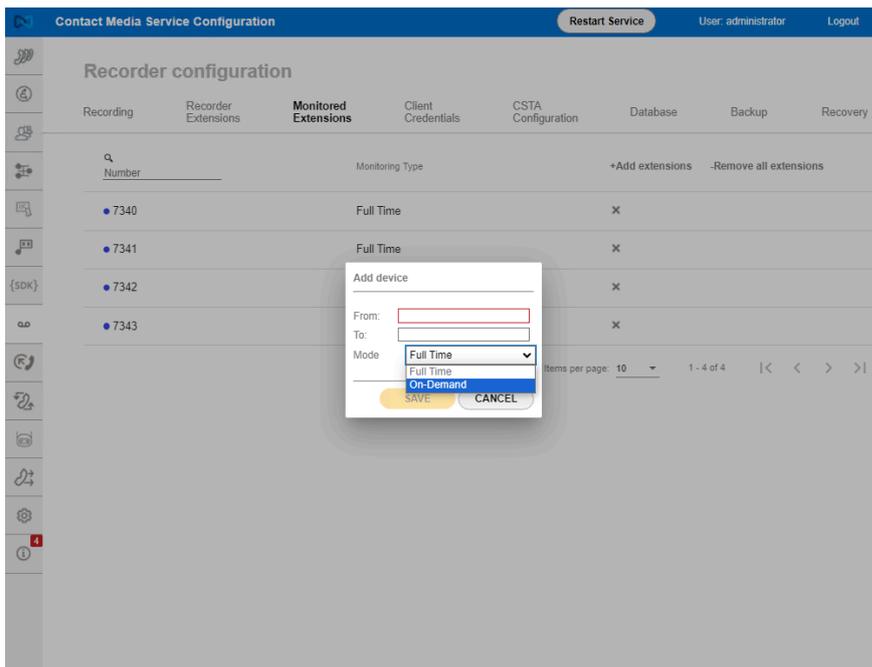
Follow the steps below to perform such configuration:

- 1) Navigate to **Recording Configuration > Monitoring Extensions**.
- 2) Click **+Add extensions** to add a new extension.
- 3) In the pop-up window displayed, you can select between the following modes:

- Full Time



- On-Demand



3 Web Agent User Interface

Once the configuration has been accordingly done, a Call Recording button will be available in the Agent Portal Web user interface.

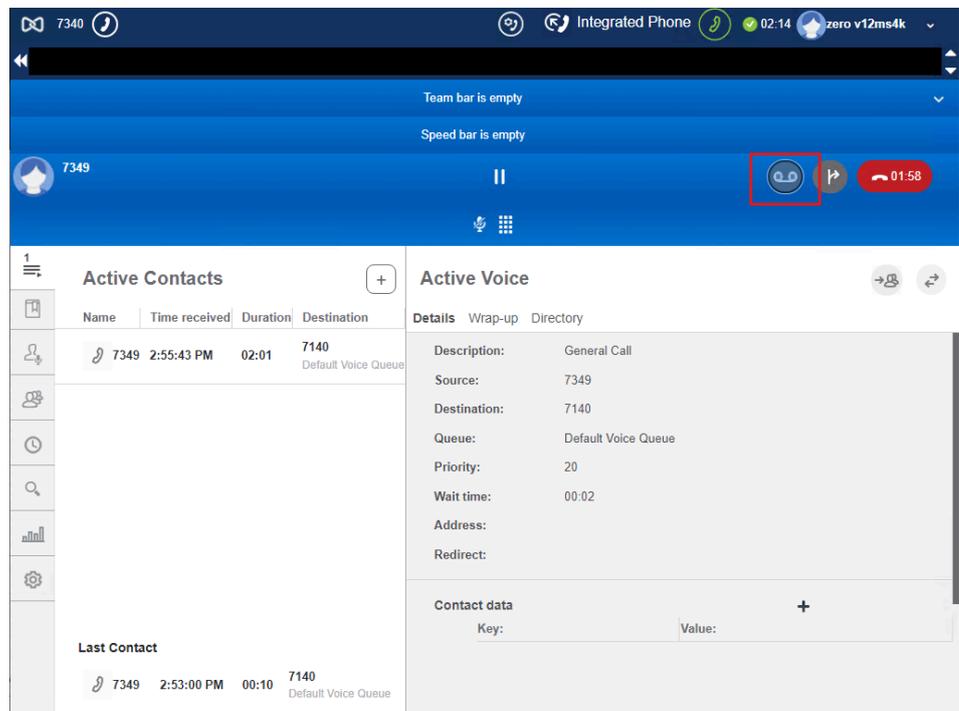
The Call Recording button is presented if the agent is involved in a call and it indicates if call is being recorded or not.

Whenever an agent has the **on-demand call recording** permission, this agent will be able to start or stop call recording using the Call Recording button.

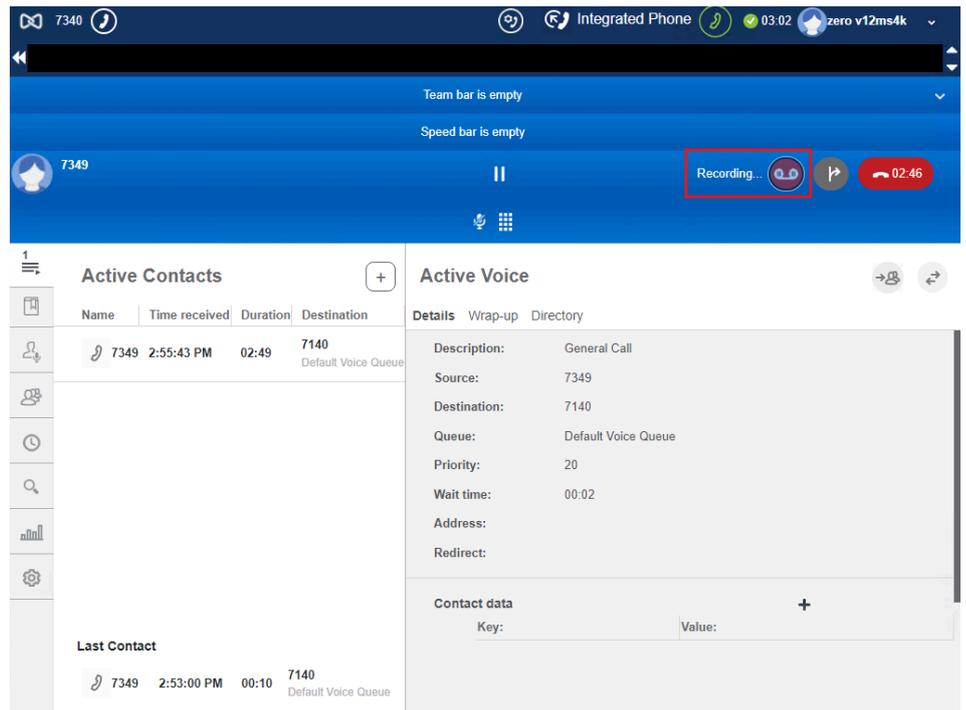
3.1 Call Recording On Demand

When call recording on demand is used, the call is not recorded by default. Initially, the **Call Recording** button indicates that the call is not being recorded.

To start recording the call, the agent needs to click the **Call Recording** button, as shown in the figure below:



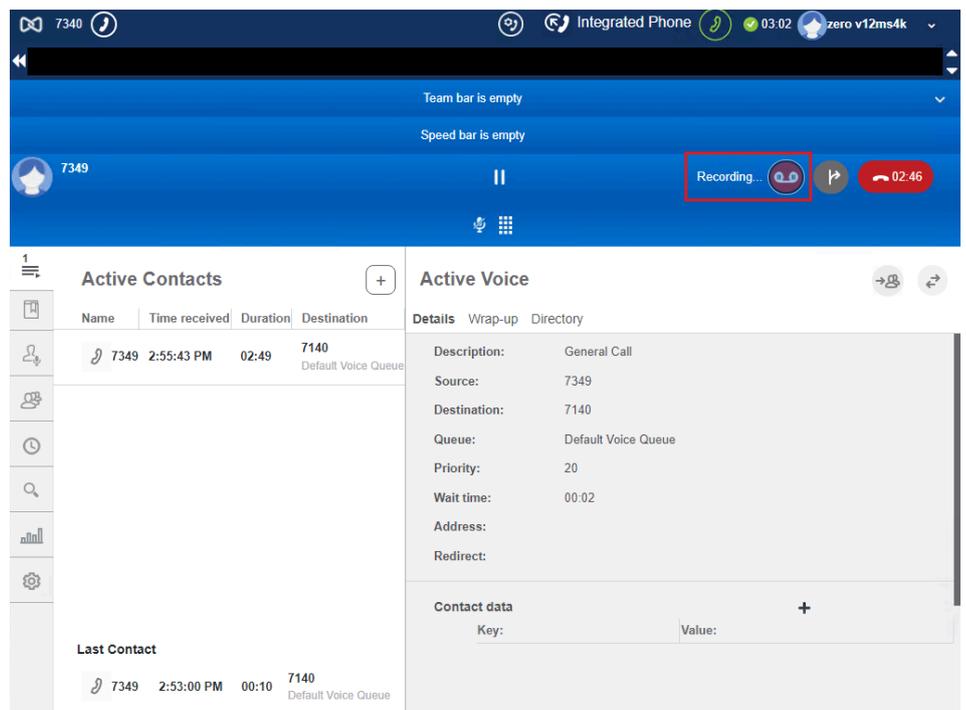
The **Call Recording** button indicates that the call is being recorded.



3.2 Call Recording Full Time

When call recording full time is used, the call is recorded by default. Initially, the **Call Recording** button indicates that the call is being recorded.

To stop recording the call, the agent needs to click the **Call Recording** button, as shown in the figure below:



The **Call Recording** indicates that the call is not being recorded

Web Agent User Interface

The screenshot displays the Web Agent User Interface during an active call. At the top, a status bar shows the number 7340, a back arrow, and system icons for 'Integrated Phone', a battery level of 02:14, and a user profile 'zero v12ms4k'. Below this, a blue header area contains the text 'Team bar is empty' and 'Speed bar is empty'. A call control bar features a microphone icon (highlighted with a red box), a pause button, and a red 'End Call' button with a timer at 01:58. The interface is divided into two main panels: 'Active Contacts' on the left and 'Active Voice' on the right. The 'Active Contacts' panel shows a table with one entry: 7349, 2:55:43 PM, 02:01, 7140 (Default Voice Queue). Below this is a 'Last Contact' section with a similar entry: 7349, 2:53:00 PM, 00:10, 7140 (Default Voice Queue). The 'Active Voice' panel provides call details: Description: General Call, Source: 7349, Destination: 7140, Queue: Default Voice Queue, Priority: 20, Wait time: 00:02, Address, and Redirect. A 'Contact data' section at the bottom has a 'Key:' and 'Value:' field with a plus sign for expansion.

Name	Time received	Duration	Destination
7349	2:55:43 PM	02:01	7140 Default Voice Queue

Contact data	
Key:	Value:
	+

4 Call recording on Customer Decision

This feature allows customers to choose if their calls should be recorded through an interactive menu when calling the OpenScape Contact Center.

If a customer chooses not to have their call recorded, the recording will not be started and the option to start a recording will be blocked in the Agent Portal Web user interface.

This feature supports on-demand and full time call recording.

This feature supports only Routed Voice calls.

IMPORTANT: Once the customer chooses not to have their call recorded, this choice can no longer be changed.

4.1 Configuration

4.1.1 OpenScape Contact Center Manager Application

Routing Strategy Workflow required configuration:

- 1) Create and add a Call Director Menu Prompt node, which should play a message asking the customer if the call should be recorded and will collect the option chosen by them.
- 2) Create and add a Contact Data Update node, which will set the `___OSCC_RECORDING_NOT_ALLOWED` key.

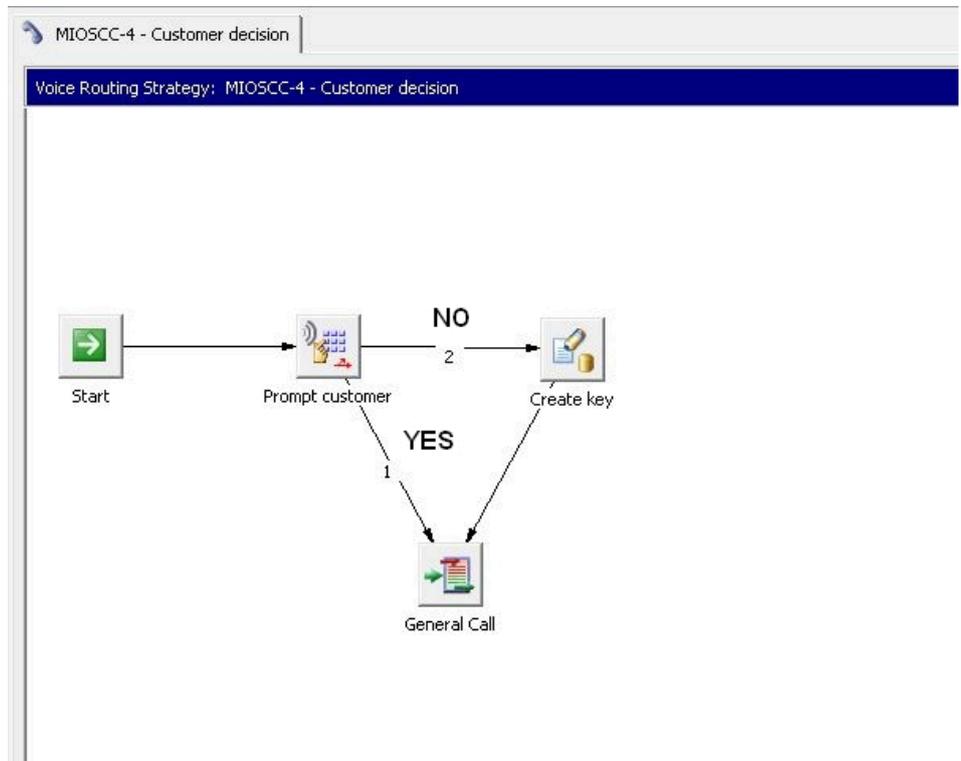
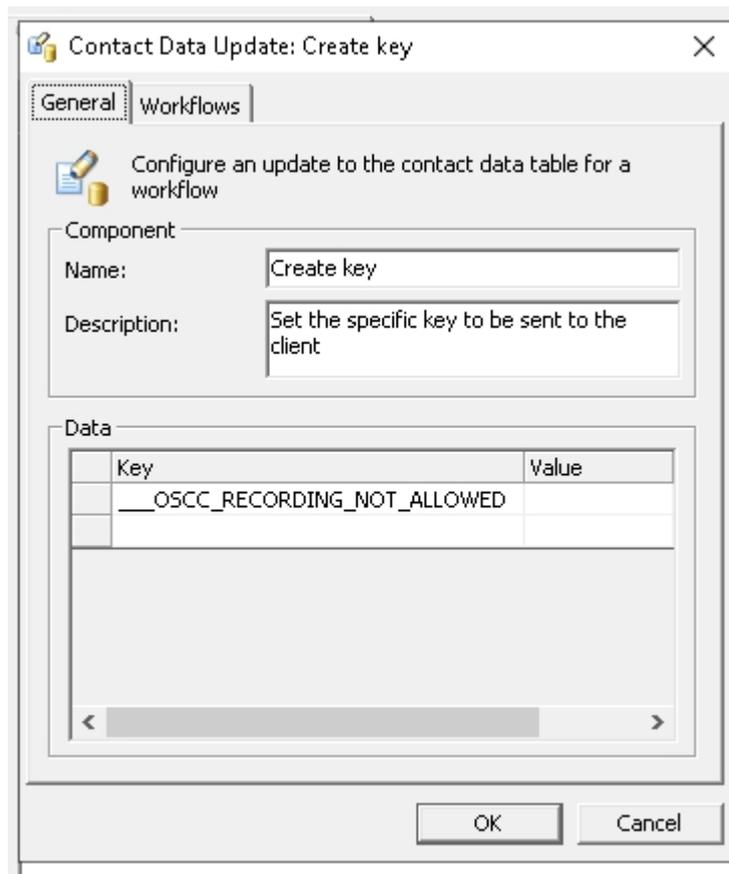
Call recording on Customer Decision

- 3) The Call Director Menu Prompt node must be connected to the Contact Data Update node by the output of the "do not record the call" option.

The screenshot shows a configuration dialog box titled "Menu Prompt: Prompt customer". It has four tabs: "General", "Navigation", "Workflows", and "Reports". The "General" tab is selected. The dialog contains the following sections:

- Component:** Name: "Prompt customer", Description: "Prompts the customer whether or not the call should be recorded".
- Prompt:** File name: "menu.wav", Interruptible:
- No Input:** Exit on no input:
- Error Handling:** Exit on error:
- Digits allowed in menu:** A list with checkboxes for digits 1 through 5. Digits 1 and 2 are checked. Below the list are "Select All" and "Clear All" buttons, and a "Show selected only:" checkbox.

At the bottom of the dialog are "OK" and "Cancel" buttons.



4.1.2 Application Server

See chapter [Application Server](#) on page 5 for details.

4.1.3 OpenScape Contact Media Service

See chapter [OpenScape Contact Media Service](#) on page 8 for details.

NOTICE: The default value for discarding recorded calls (Minimum Call Duration) is 5 seconds. If this parameter needs to be adjusted when using Full Time call recording extensions, it is not advised to reduce the value because this could result in the registration of false short recordings.

See OpenScape Contact Media Service Installation Guide for more details.
