

# CALL RECORDING SOLUTION FOR CISCO PLATFORMS

MiaRec provides the most reliable, flexible and feature-rich call recording solution for Unified Communications Platforms with a special focus on Cisco phone systems.

MiaRec software tightly integrates with Cisco Unified Communications Platforms to offer advanced enterprise-level call recording solutions to a wide range of customers, from small and medium businesses to large distributed contact centers.

MiaRec's compatibility with Cisco phone systems ensures customers can benefit from fully functional and highly reliable call recording solutions.

Flexible MiaRec configurations support both Cisco Active and Passive (SPAN Port) Call Recording methods. This gives Cisco partners and customers the ability to choose the best call recording technology to fully meet their business and technical requirements.



## TOP FEATURES:

- **Centralized web-based access and administration**

Authorized users can quickly and easily access call data via MiaRec web-based interface across any number of locations

- **Enhanced search capabilities**

Call recordings can be searched and filtered based on many call parameters, such as agent's name, extension, customer's phone number, date/time, etc.

- **Multiple recording modes**

Automatic 100% call recording, selective, and on-demand call recording options

- **Advanced security**

Role-based permissions, rock-solid encryption, file watermarking, and audit log ensure compliance with the highest security standards

- **Compliance-ready**

Pause/resume functionality and advanced security features for PCI and HIPAA compliance

- **Live Monitoring**

Monitor employees' calls in real time to guide and support agents to deliver optimum customer service

- **Agent Evaluation**

Monitor and evaluate agent performance using built-in customizable score cards

- **Comprehensive reporting**

Generate statistics for calls, days, groups, users, and agents' performance with MiaRec's comprehensive reporting features

## NETWORK ARCHITECTURE (MIAREC + CISCO PLATFORM)

MiaRec Call Recording and Quality Monitoring Solution supports multiple methods of recording in a Cisco environment.

### ACTIVE RECORDING (BUILT-IN-BRIDGE + TAPI)

This call recording method is the best option for companies with multiple branches and requirement of centralized call recording.

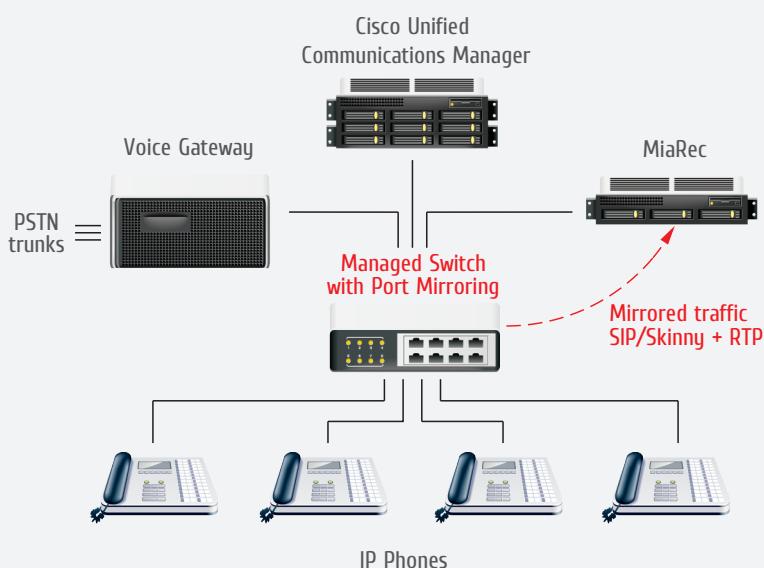
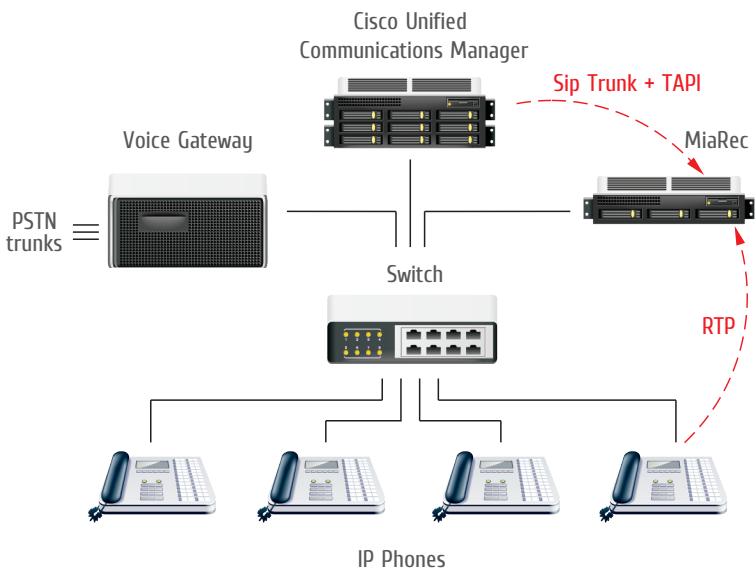
Cisco Unified Communications Manager establishes SIP trunk to MiaRec recording server and notifies the latter when call is started. Third-generation IP phone relays RTP media directly to the recorder. MiaRec recorder uses TAPI link to Cisco UCM to retrieve call information, such as phone's extension, remote number, etc.

#### Requirements:

- Third-generation or newer Cisco IP phones only
- Cisco UCM v.8.5.1+ (TAPI is not required)
- Cisco UCM before v.8.5.1 (TAPI Service Provider (TSP) required on MiaRec server)

#### Benefits:

Supports geographically distributed environment when IP phones are located in different networks.



### PASSIVE RECORDING (PORT MIRRORING)

This recording method is supported on any version of Cisco IP Phones. It requires a configuration of port mirroring (SPAN) on a network switch.

The network switch mirrors signaling (Skinny or SIP) and voice (RTP) packets to MiaRec recording server. MiaRec decodes these packets to obtain call details, such as phone's extension, remote number, etc.

#### Requirements:

- Any Cisco IP phone
- Cisco UCM 4.2+, UC500 Series, UCME
- Managed switch with port mirroring (SPAN) support
- All IP phones should be located in the same network as MiaRec recording server

#### Benefits:

- Any generation of IP phone is supported
- Easy installation and administration
- Unobtrusive technology – it doesn't require any configuration on Cisco UCM side
- Supports recording of IP phones even when IP PBX is hosted and/or the customer doesn't control IP PBX