CCRecord Professional
SIP-IPPT Extensions
Recording
Application Notes
Overview

Introduction

CCRecord Pro is a powerful end-user call management tool that provides:

- Non-intrusive voice recording
- Historical voice streams management and playback
- Call signaling and voice archiving
- Playback via default Windows Media Player

The recorded conversations are useful in improving call quality, Customer relationship management, Agent training, and evaluation or to preserve important information & questions from Customers. Each recorded conversation is saved in a .wav format and playable by your computer's default media player.

NOTE: CCRecord Pro does not properly work on either IPPT or SIP extensions that carry out transfer operations: the call recording stops after the transfer was completed.

Target Customers

- Government Institutions
- Insurance and financial services
- Call Centers and Customer Services
- Attorney Offices
- Law Enforcement Force
- Medical Centers

Benefits

- Increase Customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control through Agent answering time, customer hold time and lost calls number
- Help evaluate and analyze agent-customer interactions
- Accurate record of what was said, by whom and when. It avoids the need for repetition or speaking slowly
- Focus and improve customer service level and information management, offering reliable data necessary to refine call-handling processes
- Perfect aid to Agent training
- Minimize technology expenditure
Installing and Configuring CCRecord Pro

Installing SIP Record Application

1. Double-click on SIPRecord.exe install kit provided by Poltys. The installation wizard starts.

2. Click on Next > button. Choose the destination location.

3. Click on Next > button. The installer is ready.
4. Click on **Install** button. The installation begins.

5. The wizard installs WinPCap tool.
6. Click on **OK** button. The WinPCap installer starts.

7. Click on **Next >** button. The welcome window displays.
8. Click on **Next >** button. The License Agreement window displays.

9. Click on **I Agree** button. The Installation Options window displays.
10. Make sure that *Automatically start WinPCap driver at boot time* option is selected. Click on *Install* button.

11. Wait for installation process to complete.
12. The WinPCap tool installation is completed.

13. Click on **Finish** button. The SIP Record installation is completed.

14. Click on **Finish** button.

**Configuring Port Mirroring**

You need a supplementary managed switch that can do port mirroring in order to set up the recording configuration.

There are two types of managed switches depending on how the mirroring destination port works:

- **CASE A** - Destination Port **works normally** plus receives the mirrored traffic, for example *Dualcomm DCSW-105PT/DCSW-100S* ([http://www.dual-comm.com/port-mirroring-LAN_switch.htm](http://www.dual-comm.com/port-mirroring-LAN_switch.htm)).

**NOTE:** For the later case, you need to install the second NIC in the CCRecord server for normal connectivity with the IP-PBX and the rest of the network.

This section presents the following topics:

• [Network Diagram](#)
• [Configuring port mirroring function on the switch](#)

**Network Diagram**

Connect both the IP-PBX and the CCRecord Pro server to the managed switch that can do port mirroring, like in the diagrams below.

**CASE A - Destination Port works normally plus receives the mirrored traffic**
CASE B - Destination Port receives the mirrored traffic only

**IP-PBX**

**Port Mirroring Destination port**

**CCRecord Pro server**

**Supplementary network connection**

**SIP Phones/ IPPTs**

**Configure port mirroring function on the switch**

Let's assume that the managed switch is Cisco Catalyst 2960.

Also, CCRecord Pro server is connected to **port 3**. On the network diagram it is shown in a red color (Destination port).

Also, **port 6, 7, 8, 9, and 10** are used for connecting to SIP Phones. On the network diagram it is shown in green color (Source ports).

In this case you need to execute following commands on the switch:

15. Enter configuration mode:

```
C2960# configure terminal
```

16. Every phone port should be set as a Source Port. Create monitoring session and configure every phone interface as source port for that session:

```
C2960(config)# monitor session 1 source interface fastethernet 0/6
C2960(config)# monitor session 1 source interface fastethernet 0/7
C2960(config)# monitor session 1 source interface fastethernet 0/8
C2960(config)# monitor session 1 source interface fastethernet 0/9
C2960(config)# monitor session 1 source interface fastethernet 0/10
```

That assumes you have 5 IP Phones and they are connected to the ports 6, 7, 8, 9 and 10 of the switch.
17. Configure interface Fast Ethernet 0/3 as destination port for session 1:

```
C2960(config)# monitor session 1 destination interface fastethernet 0/3
```

18. Check if everything is configured correctly:

```
C2960# show monitor session 1

Session 1
--------
Source Ports:
  RX Only: None
  TX Only: None
  Both: Fa0/6, Fa0/7, Fa0/8, Fa0/9, Fa0/10
Destination Ports: Fa0/3
```

Now the configuration is completed and you should be able to record SIP calls on the IP-PBX extensions using CCRecord Pro.

**Extension Recording Settings**

**Agents Settings**

This section presents the following topics:

- [CCView](#)
- [CCView 2012](#)
CCView

The Agents settings can be performed from the CC Supervisor application. Under Configuration > Agent Data, fill in the required information for the recorded extension 1123.

For extension 1123, configure the HW Board field with sip or ip-pt value and HW Channel with the MAC address of the IP-PT using lower case and without columns characters, e.g. 001ce9c2ab.

The IP-PT MAC Address can be determined by using Panasonic Communication Management Console, like presented below.
CCView 2012

The Agents settings can be performed from the CCSupervisor web application for CCView 2012. Under Configuration>Agent Data, fill in the HW Board for the recorded extensions.

For example, configure the HW Board field with sip or ip-pt value and HW Channel with the MAC address of the IP-PT using lower case and without columns characters, e.g. 001ce9c2ab. Click on Save Settings button for changes to take effect.

Recording Procedure for CCView

Using the CCSupervisor and the CCAgent applications, both the Supervisor and the Agent are allowed to record calls.

This section presents the following topics:

- CCSupervisor Recording
- CCAgent Recording

CCSupervisor Recording

The CCSupervisor application allows the user to start/stop the Voice Recording anytime for any available Agent.

To automatically start Voice Recording on an Agent, follow the steps below:

1. Go to the Agents Data section under the Configuration pane
2. Select an Agent from the list
3. Check the Automatic Start Voice Record checkbox
4. Hit the Apply button to save the setting
5. The selected Agent’s conversations are now permanently recorded until the Automatic Start Voice Record option is disabled.
To disable the automatic voice recording option for an Agent, follow the steps:

1. Go to the Agents Data section under the Configuration pane
2. Select the Agent from the list
3. Check the Manual Start Voice Record checkbox
4. Hit the Apply button to save the setting
5. The selected Agent’s conversations can be manually recorded whenever the Supervisor considers necessary.

To manually start/stop Voice Recording on an Agent, follow the steps below:

1. Go to the System Monitor section under the Monitor pane
2. Select an Agent from the ACD Tree
3. Right click on the selected Agent
4. Select the Start/Stop Voice Recording menu option

**NOTE:** The Voice Recording operation will start/stop with the first new call connected that occurs after the option was enabled.

**CCAgent Recording**

The **CCAgent** application also provides you with the Voice Recording feature, and allows recording for both incoming and outgoing calls.

If an Agent wants to record a certain call in order to save particular information, he can use the **Start Voice Rec** button from the Logged-In CC Agent main window.

In order to stop the recording process, the Agent presses the same button again.

**NOTE:** The Voice Recording operation will start/stop with the first new call connected that occurs after the option was enabled.

**Recorded Conversations Playback**

This section presents the following topics:

- **CCView**
- **CCView 2012**

**CCView**

Using the **CCSupervisor** application, you can listen to all recorded calls, including the internal calls, and also export the records to your chosen location.

To listen to the recorded conversations, Winamp or Windows Media Player 9 (or higher) must be installed in the host computer.
To listen to all recorded calls except the internal ones, please follow the procedure:

1. Go to the CO Call Log section under the Monitor pane.

2. Inside the CO Call Log CO Based and Agent Based, you can identify the recorded calls by their distinctive icons:
   - - Recorded call
   - - Not recorded call

3. Select a call from the CO Call Log CO Based or Agent Based and click the Play Voice Record button to listen to the recorded conversation.

4. The default media player starts playing the recorded conversation.
To listen to the internal recorded calls, please follow the procedure:

5. Go to the *Intercom Call Log* section under the *Monitor* pane

6. You can identify the recorded calls by their distinctive icons:
   - 📞 - Recorded call
   - 📞 - Not recorded call

7. Select a call from the *Intercom Call Log* and click the **Play Voice Record** button to listen to the recorded conversation.

8. The default media player starts playing the recorded conversation.
Using the CCSupervisor web application for CCView 2012, you can listen to any recorded calls.

To listen to recorded calls, please follow the procedure:

1. Go to the CO Based Call Log, Agents Based Call Log, or Intercom Call Log section.

2. You can identify the recorded calls by their distinctive marker Play in the related column.

3. For playback the conversation, click on the hyperlink Play of the corresponding item in list. A new web page is displayed containing links to the recorded wave files.

4. Click on the wave of your choice. The default media player starts playing the recorded conversation.

Recorded Conversations Export for CCView

In both CCSupervisor sections, CO Call Log and Intercom Call Log, you have the option to Export Voice Records using the button with the same name:

1. Select one or more recorded calls to be exported.

   NOTE: Please remember that multiple records selection is supported only inside the CO Call Log Agent Based and Intercom Call Log sections.

2. Click on the Export Voice Records button.
3. The *Browse for Folder* window is displayed:

![Browse for Folder window](image)

4. Choose the location for the selected voice record(s).

5. Click on the **OK** button to finalize the operation.
Poltys tech support engineers are always available to answer your questions at:

- US Phone number: +1 864 642 6103
- Email: support@poltys.com