



Cisco BroadWorks

Call Recording 配置手册



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一、前言

1. 功能介绍

Cisco Broadworks的 call recording 允许用户可以在话机上进行通话录音,并且在话机上同步服务器下发的录音状态。







1、配置 Cisco BroadWorks

①登录 Cisco BroadWorks

操作步骤:浏览器输入 Cisco BroadWorks 地址--》输入 User ID(用户名)及 Password(密码)--》点击 Login(登录)--》登陆成功--》进入需要使用的线路对应用户界面。



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图 1 登录进入 Cisco BroadWroks

Welcome [Logout]

Enterprise		Welcome [Logout]		
Enterprise Options: Profile Resources Services Call.Center Communication Barring Meet-Me Conferencing Utilities	Profile Basic Groups Add, modify, or remove groups. Users Display all users in the enterprise. Service Instances Display all service instances in the enterprise. Profile Display or modify profile information. Chance Password	Advanced Activation Code Device Onboarding Policies Configure service provider/enterprise level Activation Code Device Onboarding Policies. Call Processing Policies Configure service provider/enterprise level Call Processing Policies Communication Barring Authorization Codes Configure enterprise-level Communication Barring authorization codes. Dial Plan Policy Configure service provider/enterprise level Dial Plan Policy		
	Change your password. Add, modify, or remove administrators. Departments Add, modify, or remove departments. Schedules Add, modify, or remove schedules.	<u>Voice VPN</u> Manage the enterprise Virtual private network. <u>Virtual On-Net Enterprise Extensions</u> Manage Virtual On-Net Users. <u>Dialable Caller ID</u> Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format. <u>STIR-SHAKEN</u> Configure STIR-SHAKEN signing, tagging, and verification.		

图 2 登录成功

Enterprise > Flying_voice_grou	up1 > <u>Users</u> : 9725983509@iop1as.tekvizion.com		We	lcome	[Logout]
Options: Profile Incoming_Calls	Profile Basic	按照该路径进入用F	^口 界面 Advanced		
Outgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities	Profile Display and configure profile information such as your n address. Addresses Addresses allows you to view and maintain your phone identities that are used to make and receive calls. Announcement Repository Manage the announcements for a user Passwords Set web access and portal passwords. Schedules Add, modify, or remove schedules.	ame, department and numbers and other	Assign Services Assign or unassign services and service packs. Assign Xsi Policy Profile Assign a Xsi policy profile for a user. Call Application Policies Select Call Control Applications enabled for a user. Call Policies Configure user Call Policies Configure user Call Policies Configure user-level Call Processing Policies Configure user-level Call Processing Policies Configure communication Barring Authorization Codes Configure Communication Barring Authorization codes for a Device Policies Configure user Device Policies.	a user.	



图 3 进入用户界面

②分配所需服务

为需要用到 call recording 的分机号分配服务。

操作步骤:Assign Service--》选择所需功能(Call Recording)--》Add--》所需功能出现在右侧方框--》Apply。

Options:	Profile			
Options: ▶ Profile Incoming_Calls Outgoing_Calls Call Control Calling Plans Messaging Communication Barring Utilities	Profile Basic Profile Display and configure profile information such as your name, department and address. Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls. Announcement Repository Manage the announcements for a user Passwords Set web access and portal passwords. Schedules Add, modify, or remove schedules.	Advanced Assign Services Assign or unassign services and service packs. Assign Xsi Policy Profile Assign a Xsi policy profile for a user. Call Application Policies Select Call Control Applications enabled for a user. Call Policies Call Processing Policies Configure user Call Policies Configure user-level Call Processing Policies		

图 4 分配服务(一)

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.



图 5 分配服务(二)



③配置 Call Recording

操作步骤:

点击 Call Control--》Call Recording--》Add--》参数配置(详情见下表)--》点击 Apply。

Enterprise > Flying_voice_group1	<u>1</u> > <u>Users</u> : 9725983507@iop1as.tekvizion.com	Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Calling Clans Cilent Applications Messaging Communication Barring Collaborate Utilities	Call Control Basic Call Pickup Display the call pickup group to which you belong. Directed Call Pickup Pick up a call using a feature access code and an extension. Call Transfer Transfer a call to another phone. Three-Way Call Start a conference call Music/Video On Hold - On Piay audio (music) or video when the remote party is held or parked. N-Way Call Start a N-Way Conference Call	Advanced Call Recording - On Configure the call recording service. Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.	

图 6 配置 Call Recording (一)

Call Recording

Call Recording allows you to record calls.

Record Call:		
Always		
O Always with Pause/Resume		
On Demand		
\bigcirc On Demand with User Initiated Start		
ONever		
Play Call Recording Start/Stop Announcement		
Record Voice Messaging		
Pause/Resume Notification:		
ONone		
Веер		
O Play Announcement		
Recording Notification:		
Repeat Record Call Warning Tone Every 15 see	onds	

图 7 配置 Call Recording (二)

参数	描述
Record Call	选择 Call Recording 模式。
	① 选择 Always,您的所有通话将被自动完整地记录。
	② 选择 Always with Pause/Resume,您的所有通话将被自动完整记录,并
	且您还可以在通话中暂停/恢复录音。
	③ 选择 On Demand,您的通话将从头至尾被录制,当您将通话保持时,暂停
	/恢复录音功能将被激活。
	④ 选择 Always,您的所有通话将被自动完整地记录。
	⑤ 选择 On Demand with User Initiated Start,录音将从您发出请求的那
	一刻起开始,该模式与其他模式的不同之处在于,只有记录通话后才开



	始录音。一旦通话被录制,暂停/恢复和停止功能变得可用。		
	⑥ 选择 Never, Call Recording 功能将被关闭。		
Play Call Recording	启用或禁用播放 Call Recording 开始/停止提示音, 启用后终端用户将		
Start/Stop Announcement	收到正在录制通话的提示音。		
Record voice messaging	启用或禁用录音语音留言, 启用后允许 Call Recording 用户留在语音信		
	箱的语音留言。		
	注意 :仅当该用户配置了 语音留言 业务时该设置才会生效。		
Pause/Resume Notification	录音被暂停/恢复时的提示音。		
	① 选择"Beep",将播放一声"嘟"作为提示音。		
	② 选择"Play Announcement",将播放提示音。		
	③ 选择"None",将不播放提示音		
Recording Notification	设置 Call Recording 提醒计时器,以秒为单位控制最终用户收到提示音		
	的时间。在录音过程中,终端用户会收到重复提示音提示用户录音正在进行		
	中。		

2、配置 IP 话机

①开启 Call Recording 使能

此步需要联系飞音技术支持进行后台配置。

四、检验结果

测试步骤:

在 Cisco Broadworks 上设置 Call Recording 模式为 Always,可以看到话机上已同步状态:

(TP状态 SWI Report 5/5)
9725983507 Always
2.账号2 空

图 8 配置成功