



# Secure Call Monitoring and Recording Setup

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This chapter provides information about secure call monitoring and recording setup.

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## About Secure Call Monitoring and Recording Setup

Secure calls can be monitored and recorded, as described in this section:

- A supervisor can establish a secured monitoring session for a secured or a non-secured call.
- The call security of the original call is never impacted or downgraded as a result of a call monitoring request.
- The monitoring call is allowed to proceed only when it can be established and maintained at the same security level as the device capability of the agent.
- The original call between the agent and customer must have different crypto keys than that of monitoring call. In a monitoring session, the system encrypts the mixed voices of the agent and customer with the new key first before sending to the supervisor.



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**Note** The system does not support secure or nonsecure recording on authenticated phones.

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## Set Up Secure Call Monitoring and Recording

To configure Secure Call Monitoring and Recording, use the following procedure:

### Procedure

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- Step 1** Provision secure capability on agent and supervisor phones.

**Step 2** Create a secure SIP trunk with the following configuration:

- Set the Device Security Mode to Encrypted.
- Check the Transmit Security Status check box.
- Check the SRTP Allowed check box.
- Configure the TLS SIP trunk to the recorder.

**Step 3** Configure monitoring and recording, in the same way you would for non-secure monitoring and recording.

- a) Configure a built-in bridge for the agent phone.
- b) Configure the Recording Option (Automatic Call Recording Enabled and Application Invoked Call Recording Enabled.) using the DN page on the agent phone.
- c) Create a route pattern for the recorder.
- d) Add a call recording profile to the DN.
- e) Provision monitoring and recording tones as needed.

For more information and detailed procedures, see the “Monitoring and Recording” chapter in the *Cisco Unified Communications Manager Features and Services Guide*.

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