



Release Notes for *Cisco Remote Silent Monitoring Release 1.0(1)*

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Introduction

This document discusses the features and caveats for Cisco Remote Silent Monitoring (RSM) Release 1.0(1). RSM allows for real-time, phone-based monitoring of agents in Cisco's Unified Contact Center Enterprise (Unified CCE) environment. The RSM platform is installed on a Windows operating system as a single server instance, and a separate call flow script is hosted on an IP IVR or CVP (VRU) platform

Remote Silent Monitoring Release 1.0(1) supports the following software releases:

- Cisco Unified Communications Manager (Unified CM) version 6.1(2)
- Cisco Unified Contact Center Enterprise (Unified CCE), version 7.2(3)
- Cisco IP IVR, version 5.0(2)
- Cisco Unified Customer Voice Portal (CVP) versions 4.0(2)
- Microsoft Windows2003 Server RC2



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About Release 1.0(1)

Cisco Remote Silent Monitoring Release 1.0(1) is an inaugural release of new functionality delivered in an automated installer. The release is available on CD and as downloadable installers, available from www.cisco.com.

**Note**

The most up-to-date version of these release notes is available on the Web at http://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_release_notes_list.html

System Requirements

For Unified CM and Unified CCE specifications required for this release, refer to the *Hardware and System Software Specification (Bill of Materials): Cisco ICM/IPCC Enterprise & Hosted Editions*, which is accessible from

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/icm_enterprise/icm_enterprise_7_2/user/guide/72Hardware_and_System_Software_Specification.pdf

See the *Cisco Remote Silent Monitoring Installation and Administration Guide* for detailed information on RSM hardware requirements, which are based on anticipated monitoring sessions and agent usage.

Related Documentation

Documentation for Cisco Unified Contact Center Enterprise and Hosted Editions, as well as most related documentation, is accessible from

http://www.cisco.com/en/US/products/sw/voicesw/tsd_products_support_category_home.html

- Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Agent Desktop (CAD), Cisco Agent Desktop - Browser Edition (CAD-BE), Cisco Unified Contact Center Management Portal, Cisco E-Mail Manager Option, Cisco Web Collaboration Option (including Cisco Collaboration Server, Cisco Dynamic Content Adapter, Cisco Media Blender), Cisco Unified Customer Voice Portal (CVP), Cisco IP IVR, Cisco Support Tools, Cisco Remote Monitoring Suite (RMS), and Cisco Unified Communications Manager.
- Technical Support documentation and tools can be accessed from <http://www.cisco.com/en/US/support/index.html>
- The Product Alert tool can be accessed through <http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice>

Important Notes

The following notes describe the known limitations of Cisco Remote Silent Monitoring Release 1.0(1) in a Cisco environment, as well as information about other important system integration issues.

Monitoring of Simphones via Supervisor Desktop

Currently, you cannot monitor RSM simulated supervisor phones (i.e, simphones) via Cisco Supervisor Desktop (CSD), as the simphones are purposefully added to the Call Manager platform with their BiB (built-in-bridge) disabled.

Failover Redundancy and Load Balancing with CVP

Currently, RSM does not support load balancing and clustering if CVP is used as a VRU. (Load balancing support is defined as the association of multiple RSM servers so that the incoming request load is distributed among them. Failover redundancy is defined as the association of RSM servers so that if one fails, the others will act in its place.)

Mobile Agent Support

RSM uses the UCM monitoring mechanism, which currently does not support Cisco Mobile Agent monitoring. Subsequently, RSM does not support monitoring Mobile Agents.

IP IVR HTTP Security

Currently, IP IVR supports only HTTP communication with the RSM server. TLS HTTPS is not supported.

Outbound Dialer Support

Currently, RSM does not support the Cisco Outbound Option outbound dialer.

Multiple Clusters and JTAPI Libraries

If a single RSM server is configured to use UCM multiple clusters, each cluster's constituent servers must be running the same build of UCM. Attaching to multiple clusters running different versions of UCM is not supported, as there may be JTAPI library incompatibilities between versions.

Unified CCE Supported IP Phones

Agents must use a third-generation or later Unified CCE supported IP phone with RSM, specifically:

- 7921
- 7941/42/45
- 7961/62/65
- 7970

Phones not supported include:

- 7910
- 7912
- 7940
- 7960
- IP Communicator (note that Personal Communicator is not support by Unified CCE)

All new phones will be supported. For phone support information, refer to the *Cisco Unified Contact Center Enterprise (Unified CCE) Software Compatibility Guide*, accessible from

http://www.cisco.com/en/US/docs/voice_ip_comm/cust_contact/contact_center/ipcc_enterprise/ipccenterprise7_2/design/guide/IPCC_Compatibility_MATRIX.pdf

Encrypted Call Monitoring

RSM does not allow for the monitoring of encrypted calls.

Transfers and Alternate Call Monitoring

Transfers and alternate calls require manual intervention to continue monitoring. RSM does not do this automatically. So, when an agent starts a consult call, RSM stops monitoring the customer call, which is now on hold, and starts monitoring the consult call, if desired. When the agent transfers the call to another agent, the RSM monitoring session is terminated.

Agent Monitoring On Hold

An agent can be monitored with RSM only when they are talking on a call. They cannot be monitored while on hold or not on a call.

Monitoring Sessions Per Agent

UCM provides for one active monitoring session per agent, as the agent's phone can handle only one active monitoring session and one active recording session at any given time. If a third-party recorder is recording the agent's conversations, the agent can still be monitored by a supervisor using the supervisor desktop or RSM; however, if a RSM-based supervisor and a supervisor desktop-based supervisor both try to monitor the agent simultaneously, the request will fail.

RSM will setup only one monitoring session through UCM for a single monitored agent, even if two or more RSM users are requesting to monitor the agent's call at the same time. In this case, RSM forks the stream to cover all RSM users, so that more than two RSM-based supervisors can monitor the same agent. However, if there are multiple RSM servers in the environment that monitor the same agent, they each make a separate monitoring call to that agent.

If the monitoring call limit has been reached for a specific agent, and a dialed-in supervisor then attempts to monitor this same agent, the request will be denied via an audio prompt feedback from the system, stating that the agent cannot be monitored.

Bandwidth

There must be sufficient bandwidth available from the agent IP phone to the RSM server to support the monitoring voice stream, in addition to the regular voice streams for the call.

This is important for employees who work remotely, at home, and small branches on limited bandwidth. Regular Call Admission Control (CAC) is applicable for monitoring calls.

VLEngine and Email Alerts

Currently, the VLEngine service does not support the sending of email alerts in error situations.

Gateway Memory

1G of gateway memory is recommended for use with RSM, and the gateway can support 40 users.

Installation

See the *Cisco Remote Silent Monitoring Installation and Administration Guide Release 1.0(1)* for specific instructions on how to plan, deploy, and integrate RSM into your Cisco environment. This guide also provides important pre-installation tasks that must be considered in advance of installation, including:

- Provisioning the base operating system
- Enabling Unified CM services
- Configuring simulated phones
- Associating simphones with the system puser
- Adding an RSM application user
- Creating a supervisor login account
- Installing the JTAPI client libraries required to run RSM



Note

You will need administration access for both Unified CM and Admin Workstation (AW) to perform many of the pre-installation and installation tasks described in the RSM documentation.

Open Caveats in This Release

This section contains a list of defects that are currently pending in Cisco Remote Silent Monitoring Release 1.0(1). Defects are listed by component and by identifier.



Tip

If you have an account with Cisco.com, you can use the Bug Toolkit to find caveats of any severity for any release. Bug Toolkit may also provide a more current listing than is reflected in this document. To access the Bug Toolkit, log onto http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl

Table 1 Open Caveats for Cisco Remote Silent Monitoring Release 1.0(1)

ID	Component	Severity	Headline
CSCso07003	PhoneSim	3	Active calls are ended when PhoneSim phones switch Call Managers
CSCso20058	Other	4	Cannot restart call if agent goes on hold or stops talking while the caller is listening to conversation information or monitoring instructions

Troubleshooting

See the *Cisco Remote Silent Monitoring Installation and Administration Guide* for detailed information on RSM troubleshooting information, including case scenarios and specific fixes.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Field Alerts and Field Notices

Note that Cisco products may be modified or key processes may be determined important. These are announced through use of the Cisco Field Alert and Cisco Field Notice mechanisms. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

www.cisco.com; then access the tool at

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>.

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