Cisco Remote Silent Monitoring

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Change History

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New Features

The following sections describe new features for Cisco Remote Silent Monitoring, Release 11.0(1).

Platform Upgrade to Windows 2012 R2 Standard Edition

RSM 11.0(1) requires Windows 2012 R2 Standard Edition. The Windows OS requirements and the VMware requirements are as follows:

- VMWare ESXi 5.5
- Two virtual CPU cores with 2.13-GHz Reservation
- 4-GB virtual RAM
• One 75 GB virtual Disk
• One virtual NIC with both IPv4 and IPv6 enabled
• Windows 2012 R2 Standard Edition

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**Note**
Support for Windows 2008 R2 is deprecated with the RSM 11.0(1) version.

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**Support for IPv6 Endpoints**

In addition to IPv4 only endpoints, RSM 11.0 also supports IPv6 only or dual stack (IPv4 and IPv6) endpoints.

**Precision Queue (PQ) Based Monitoring in RSM APIs**

**Updated Features**

There are no updated features for Cisco Remote Silent Monitoring, Release 11.0(1).

**Deprecated Features**

There are no deprecated features for Cisco Remote Silent Monitoring, Release 11.0(1).

**Important Notes**

The following sections are important notes for Cisco Remote Silent Monitoring, Release 11.0(1).

**Anti-Virus Software Requirements**

RSM requires the use of one of the following Cisco-approved anti-virus software:

• Trend Micro ServerProtect 5.7
• McAfee VirusScan Enterprise 8.7i
• Symantec Endpoint Protection 11.0

Refer to Chapter 2, "Cisco Hardware and Software Requirements", of the *Cisco Remote Silent Monitoring Installation and Administration Guide* for BOM information.
RSM CVP Comprehensive Call Flow Script Support

RSM 9.1(1) and above uses RTSP in CVP call flow script. You can set up the RSM CVP Script using RTSP in either Standalone or Comprehensive mode. The Comprehensive Call Flow setup using UCCE/ICM requires an IOS version that resolves a media loop issue in VXML Gateway. (Refer to related defect, CSCul89581.)

Maximum Configured Agents with CTI OS Integration

For Unified CCE, RSM can support a Java CIL-based, CTI OS integration with up to 8,000 configured agents on each PG. If the number of configured agents on a PG exceeds 8,000, the RSM VLengine service fails to stay connected with the CTI OS Server. To overcome this CTI OS limitation, use a Unified CCE CTI integration in RSM 10.0(1).

Cannot Monitor Agent Greeting or Whisper Announcement

RSM does not support monitoring the Agent Greeting or Whisper announcement portion of a call. RSM can establish a monitoring (BIB) call only after receiving a Call Established event, which comes after the initial Agent Greeting and Whisper announcements.

Cannot Monitor Simphones from Supervisor Desktop

Currently, you cannot monitor RSM simulated supervisor phones (that is, simphones) from a Cisco Supervisor Desktop (CSD). The simphones are purposefully added to the Communications Manager platform with their BIB (built-in-bridge) disabled.

Fail-Over Redundancy and Load Balancing with CVP

Currently, RSM does not support load balancing and clustering if CVP is used as a VRU.
For this purpose, load balancing means the association of multiple RSM servers so that the incoming request load is distributed among them. By contrast, fail-over redundancy means the association of RSM servers so that if one fails, the others act in its place.

Mobile Agent Not Supported

RSM uses the Unified Communications Manager (Unified CM) monitoring mechanism, which currently does not support Cisco Mobile Agent monitoring. Therefore, RSM does not support monitoring Mobile Agents.

Multiple Unified CM Clusters Must Use Same Version

If you configure a single RSM server to use Unified CM multiple clusters, each cluster’s constituent servers must run the same version of Unified CM. Because of JTAPI libraries between versions, attaching to multiple clusters running different versions of Unified CM is not supported.
Supported IP Phones with Unified CCE


Unsupported phones include: 7910, 7912, 7940, and 7960.

All new phones are supported. For phone support information, see the Unified CCE Solution Compatibility Matrix at http://docwiki.cisco.com/wiki/Compatibility_Matrix_for_Unified_CCE.

Cannot Monitor Encrypted Calls

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 switch automatically. 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 When Not Talking or on Hold

If the agent puts a call on hold while a supervisor is monitoring, the monitoring session is kept alive during the hold period. If the supervisor exits out of the monitoring session by pressing * or 1 for information or instructions, then they cannot resume monitoring. This situation is due to BIB functionality, where you can only establish a monitoring call when the agent is in a talking state. You can only monitor an agent with RSM when they are talking on a call. You cannot monitor the agent while on hold or not on a call. Calls on hold before the supervisor begins a monitoring session are not included for monitoring. The VLEngine filters these calls from being monitored by any of the IVR options (for instance, agentid, skill group, newest call, random call, or list of talking agents).

Monitoring Sessions for Each Agent

If a dialed-in supervisor attempts to monitor an agent who is at the monitoring call limit, the request is denied. An audio prompt feedback from the system states that the agent cannot be monitored. Unified CM provides for one active monitoring session for each agent. 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, a supervisor can still monitor the agent through 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 fails. RSM sets up only one monitoring session through Unified CM for an agent, even if two or more RSM users request 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, each server makes a separate monitoring call to that agent.
Bandwidth Requirements

The agent IP phone must have sufficient bandwidth available to the RSM server for the monitoring voice stream and the regular voice streams for the call. This requirement is important for employees who work remotely and in small branches on limited bandwidth. Regular Call Admission Control (CAC) and bandwidth calculations are applicable for monitoring calls.

G.711 a-law, G.711 mu-law, and G.729 are the supported codecs for monitoring calls between agent IP phone and RSM server (phonesim). Use the Cisco TAC Voice Bandwidth Codec Calculator for extra bandwidth capacity planning at http://tools.cisco.com/support/vbc/jsp/codec_calc1.jsp.

VLEngine and Email Alerts

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

Cannot Monitor Calls Before VLEngine Service Starts

RSM does not support monitoring calls that are established before the RSM VLEngine service starts. RSM can only monitor calls that start after the VLEngine starts up.

Removed and Unsupported Features

There are no removed or unsupported features for Cisco Remote Silent Monitoring, Release 11.0(1).

Third-Party Software Impacts

There are no third-party software impacts for Cisco Remote Silent Monitoring, Release 11.0(1).