



# MediaSense Integration with Unified CCX for Selective Unified CM Based Recording Configuration

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## Introduction

The Cisco Unified Contact Center Express (Unified CCX) On-Demand MediaSense Recording feature was introduced as part of the Cisco Collaboration Systems Release 10.0(1). This feature allows Unified CCX Cisco Finesse agents, who are members of a team on a Cisco MediaSense (MediaSense) server, to record their calls. The IPPA can be configured to allow call recording on-demand with the click of a button. The recording contains only the portion of the call that occurs after the Start Record button is clicked. There are limits to the number of calls that can be recorded simultaneously.

This topic contains the information required to configure the feature on Cisco Unified Communications Manager (Unified CM), Unified CCX, and MediaSense products. This topic does not contain detailed step-by-step procedures. For detailed information about installing, configuring, and administering Unified CM, Unified CCX, or MediaSense, refer to the product documentation in the Related Documentation section.

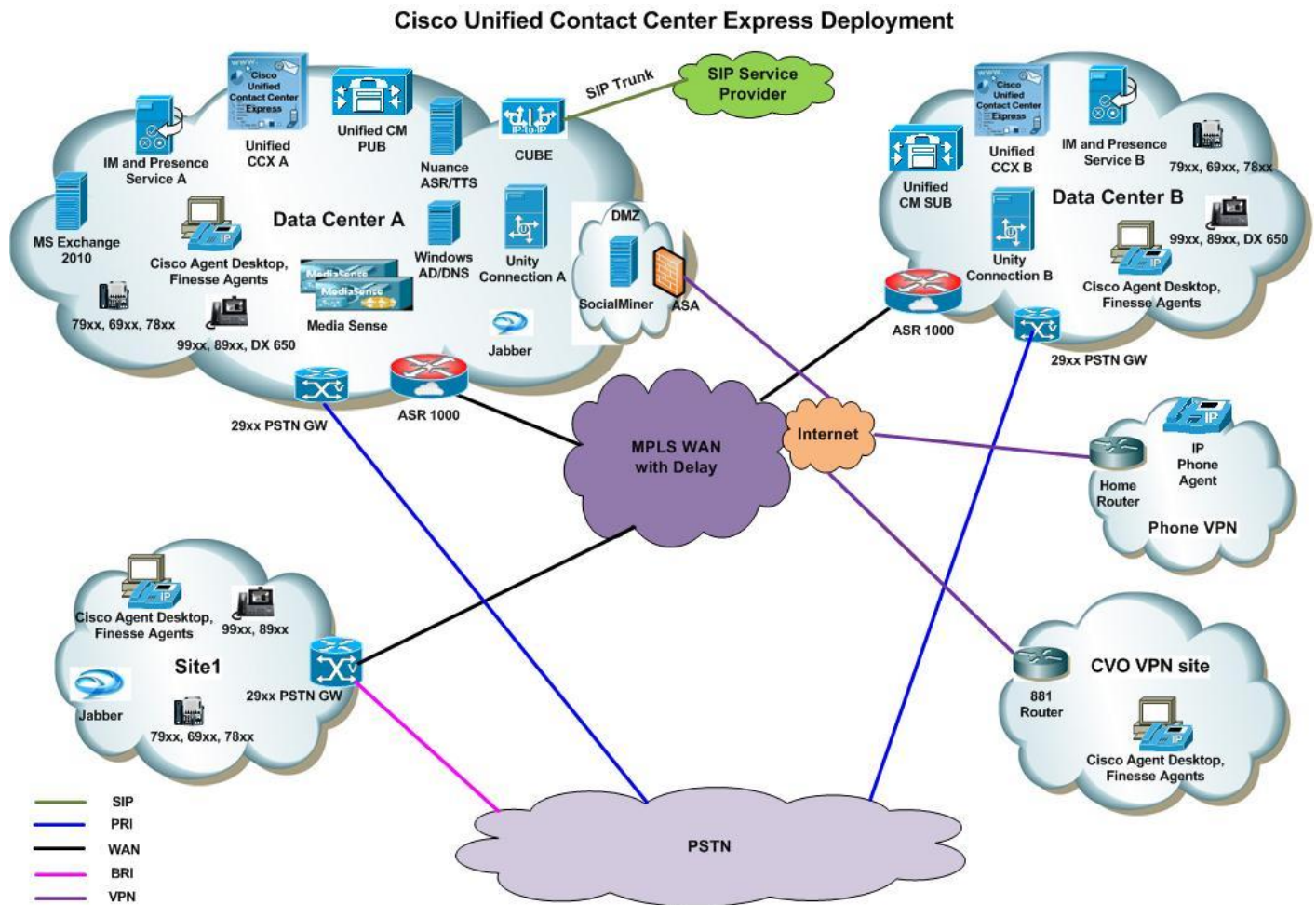
## Design

For information about design considerations and guidelines to deploy Cisco Unified Communications Manager (Unified CM), MediaSense, and Unified CCX, see:

- [Documentation Guide for Cisco Unified Communications Manager, Release 10.0\(1\)](#)
- [Cisco MediaSense Solution Reference Network Design Guide, Release 10.0\(1\)](#)
- [Cisco Unified Contact Center Express Design Guide, Release 10.0\(1\)](#)

## Topologies

This section describes how the On-Demand MediaSense Recording feature was deployed for testing in Cisco Collaboration Systems Release 10.0(1).



## Component Deployment

High Availability (HA) was configured in the testbed for the On-Demand MediaSense Recording feature. HA deployment requires a minimum of two MediaSense servers, one primary and one secondary. Both servers are co-located in the same cluster with the Unified CM Publisher. Co-location is required because Unified CCX does not support MediaSense servers over WAN.

The MediaSense role in the On-Demand Recording feature is to:

- ☐ Provide storage for recorded calls
- ☐ Provide the API used by custom applications to start a recording
- ☐ Provide an interface to listen to live and recorded calls through the Search and Play Gadget

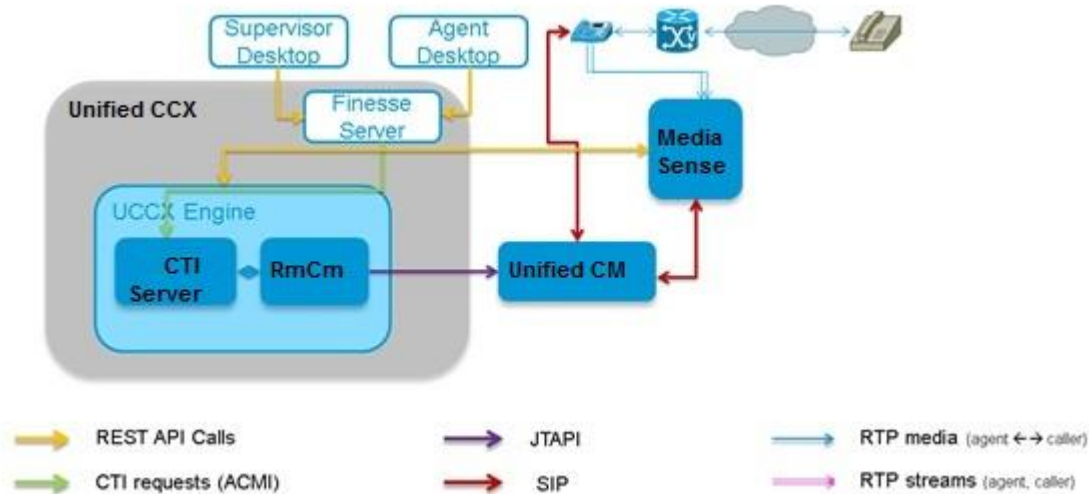
## Call Flow Diagram

The call flow assumes that the chosen agent's team has a trigger enabled configured to start recording when a call is answered.

1. A customer calls the contact center. An IVR is played to the customer while an agent from the skill group is chosen.
2. An agent is chosen and answers the call. This triggers the API to send a request to start recording from Cisco Finesse to the MediaSense server through Unified CM.
3. The phone's Built in Bridge is activated and media is forked to the MediaSense server.

Configuration

The call can be monitored live through the MediaSense Search and Play Gadget, and the recording can be played after the call is completed.



## Configuration

This section provides the high-level tasks and related information for configuring a Unified CCX with the On-Demand MediaSense Recording feature.

The MediaSense server is installed on the same side as the Unified CM Publisher. When a secondary MediaSense server is installed, it must be in the same cluster as the primary MediaSense server.

The following table provides this information:

- **Configuration Tasks:** List of high-level configuration tasks
- **System Test Specifics:** System test variations from procedures and settings documented in the product documentation.
- **More Information:** Links to product documentation for detailed configuration information related to the high-level tasks.

**Note:** Default and recommended values specified in the product documentation were used during system testing, unless otherwise noted in the System Test Specifics column.

**Table 1. MediaSense Integration with Unified CCX for Selective Unified CM-Based Recording Configuration**

Configuration Tasks	System Test Specifics	More Information
1. Configure Unified CM.		See <a href="#">Cisco MediaSense Install and Upgrade Guides Unified CM provisioning for Cisco MediaSense, Set up Call Control Service connection</a>  NOTE: The link takes you to the procedure in <i>Installation and Administration Guide for Cisco MediaSense Release 9.0(1)</i> . Look here for the 10.0(1) Release: <a href="#">Cisco MediaSense Install and Upgrade Guides</a> .

Configuration Tasks	System Test Specifics	More Information
<p>2. Configure MediaSense recording.</p>	<p>NOTE: You must create an end user as a MediaSense API user in Unified CM before performing this step.</p> <ol style="list-style-type: none"> <li>1. From the Cisco MediaSense Administration select <b>Administration &gt; Unified CM Configuration</b>.</li> <li>2. Provide The IP addresses of the Unified CM nodes and give their username and password.</li> <li>3. Save the configuration.</li> <li>4. Click <b>Administration &gt; Cisco Finesse Configuration</b>.</li> <li>5. Provide the IP of the Cisco Finesse/Unified CCX Servers both primary and secondary.</li> <li>6. Save the configuration.</li> <li>7. Select <b>Administration &gt; MediaSense API Configuration</b>.</li> </ol> <p>Search for and select a MediaSense API user from the Unified CM end user list.</p>	
<p>3. Upload Cisco MediaSense certificate to Unified CCX.</p>	<p>You will download two certificates, <b>tomcat.pem</b> and <b>tomcat-trust</b>.</p> <p>Without the <b>tomcat-trust</b> certificate between Cisco Finesse and Unified CCX, you cannot add the recording server in Unified CCX OS Administration.</p>	<p>See:</p> <p><a href="#">Cisco Unified CCX Administration Guide, Release 10.0(1): Upload Cisco MediaSense Certificate to Unified CCX Server</a></p>
<p>4. Upload MediaSense recording license to Unified CCX.</p>	<p>If MediaSense is installed during a Unified CCX upgrade, you have to add a Recording License.</p>	<p>See:</p> <p><a href="#">Cisco Unified CCX Administration Guide, Release 10.0(1): Upload Licenses</a></p>
<p>5. Enable recording on phones.</p>	<p>You must enable the feature on the individual phones. Configure the following fields as shown here. UCCX-MS is the name of the recording profile created in Unified CM.</p> <ol style="list-style-type: none"> <li>1. Built in Bridge On</li> <li>2. In the Line Configuration area, select: <ul style="list-style-type: none"> <li>■ <input checked="" type="checkbox"/>Recording Option* Selective Call Recording Enabled</li> <li>■ <input checked="" type="checkbox"/>Recording Profile UCCX-MS</li> <li>■ <input checked="" type="checkbox"/>Recording Media Source Phone Preferred</li> <li>■ <input checked="" type="checkbox"/>Monitoring Calling Search Space &lt;None&gt;</li> </ul> </li> </ol>	

Configuration Tasks	System Test Specifics	More Information
<p>6. Enable recording on Cisco Finesse.</p>	<ol style="list-style-type: none"> <li>1. Sign in to the Cisco Finesse administration console.</li> <li>2. Click the Desktop Layout tab.</li> <li>3. In the Edit Action area, type and select the required information.                             <ul style="list-style-type: none"> <li>■ ☒Name: <b>Record Me</b></li> <li>■ ☒Type: <b>HTTP Request</b></li> <li>■ ☒Handled by <b>Finesse Desktop</b></li> <li>■ ☒Method <b>PUT</b></li> <li>■ ☒Location <b>Finesse</b></li> <li>■ ☒Content Type <b>application/xml</b></li> <li>■ ☒URL <b>/finesse/api/Dialog/dialogId</b></li> <li>■ ☒Body                                     <pre data-bbox="711 810 1365 911" style="margin-left: 20px;"> &lt;Dialog&gt; &lt;requestAction&gt;START_RECORDING&lt;/requestAction&gt; &lt;targetMediaAddress&gt;extension&lt;/targetMediaAddress&gt; &lt;/Dialog&gt; </pre> </li> </ul> </li> <li>4. Click <b>Workflows</b>.</li> <li>5. Create a new workflow and associate it with the action <b>Start Recording</b>.</li> <li>6. Click the <b>Team Resources</b> tab.</li> <li>7. Select the team for which recording is to be enabled.</li> <li>8. Click the <b>Workflows</b> tab and add the new workflow created in step 4.</li> </ol>	
<p>9. Configure MediaSense Search and Play Gadget.</p>		<p>See:</p> <p><a href="#">Cisco Unified CCX Administration Guide, Release 10.0(1), Configure MediaSense Search and Play Gadget</a></p>

## Troubleshooting Tips

☒Dial the route pattern of the MediaSense Server (e.g. 12345). The call should be recorded to the MediaSense Server and be visible on the MediaSense Search and Play Gadget. If the call is not recorder, there is a problem in the link between the Unified CM and the MediaSense Server(s).

☒In case of Selective Recording an explicit API request should be sent to initiate the recording. This can be viewed using the JavaScript Console on the Cisco Finesse Agent’s browser.

To open the console in:

- ☒Mozilla Firefox, press **Ctrl+Shift+K**
- ☒Microsoft Internet Explorer, press **F12**

The italic text in the logs shown below denotes that a Recording request was sent and evaluated correctly. RecordMe is the name of the workflow that triggers the API to send a request. If the request is not evaluated correctly look for an issue in the configuration of the phone or Cisco Finesse.

## Example Logs

```
140115 12:29:08.899 : 10.31.11.76: Header : Got Dialog event from queue: Action: change URI: /finesse/api/Dialog/16856793" finesse.js:14887
12:29:08.900 "
140115 12:29:08.901 : 10.31.11.76: Header : Evaluating triggers for workflow: Record Me" finesse.js:14887
12:29:08.902 "
140115 12:29:08.902 : 10.31.11.76: Header : Workflow Record Me trigger evaluated to true"
finesse.js:14887
12:29:08.903 "
140115 12:29:08.903 : 10.31.11.76: Header : Workflow Record Me trigger evaluated to true"
finesse.js:14887
12:29:08.903 "
140115 12:29:08.903 : 10.31.11.76: Header : No conditions to evaluate for workflow: Record Me"
finesse.js:14887
12:29:08.903 "
140115 12:29:08.903 : 10.31.11.76: Header : Executing workflow: Record Me" finesse.js:14887
12:29:08.874 "
```

## Related Documentation

- For information about Cisco MediaSense API User Configuration, see [Cisco MediaSense User Guide, Release 10.0\(1\)—Install or Upgrade MediaSense](#) and [Cisco MediaSense User Guide, Release 10.0\(1\)](#).
- For information about administering Unified CCX, see [Cisco Unified CCX Administration Guide, Release 10.0\(1\)](#).
- For related information, see the [Cisco Unified Contact Center Express End-User Guides](#).

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

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