



Versadial Solutions >>

Versadial VSLogger Integration with Cisco
CUCM, CME and UC500
Cisco Partner Application, November 2011

About Versadial: Voice recording solutions

- Versadial provides enterprise class voice recording solutions to small and medium sized businesses since 2000
- Founded in 1995; Cisco Technology Developer Partner since 2011
- Certified for Cisco CME 8.1 and CUCM 8.6, vendor tested for CME 8.2, 8.5, 8.6 and for CUCM 8.5
 - Record VOIP and/or TDM lines in any combination (VOIP, analog, T1/E1/ISDN PRI/BRI, proprietary digital PBX extension lines)
- Passive VOIP recording : SIP or SCCP phones, SIP trunks
 - Solutions are scalable and affordable
 - Integrated system devices or do-it -yourself kits

The Benefits of Call Recording

- Proven systems that quickly reduce costs and create operational efficiencies:
 - Business liability protection
 - Business security
 - Quality control
 - Third party verification
 - Employee training
 - Performance reviews

Features

- ▶ Monitor/Listen to live calls
- ▶ Search and playback calls
- ▶ Email recordings as wave files
- ▶ Snip any portion of a call and “Save As” .Wav
- ▶ Add notations to live or stored call
- ▶ Grade and score calls
- ▶ Dynamic recording, Centralized storage, SMDR capabilities
- ▶ Alerting Reports of call statistics
- ▶ Automatic archiving
- ▶ Unlimited licenses for remote client software
- ▶ Flexible licensing : Fixed channels, dynamic/active channels, Hour per day

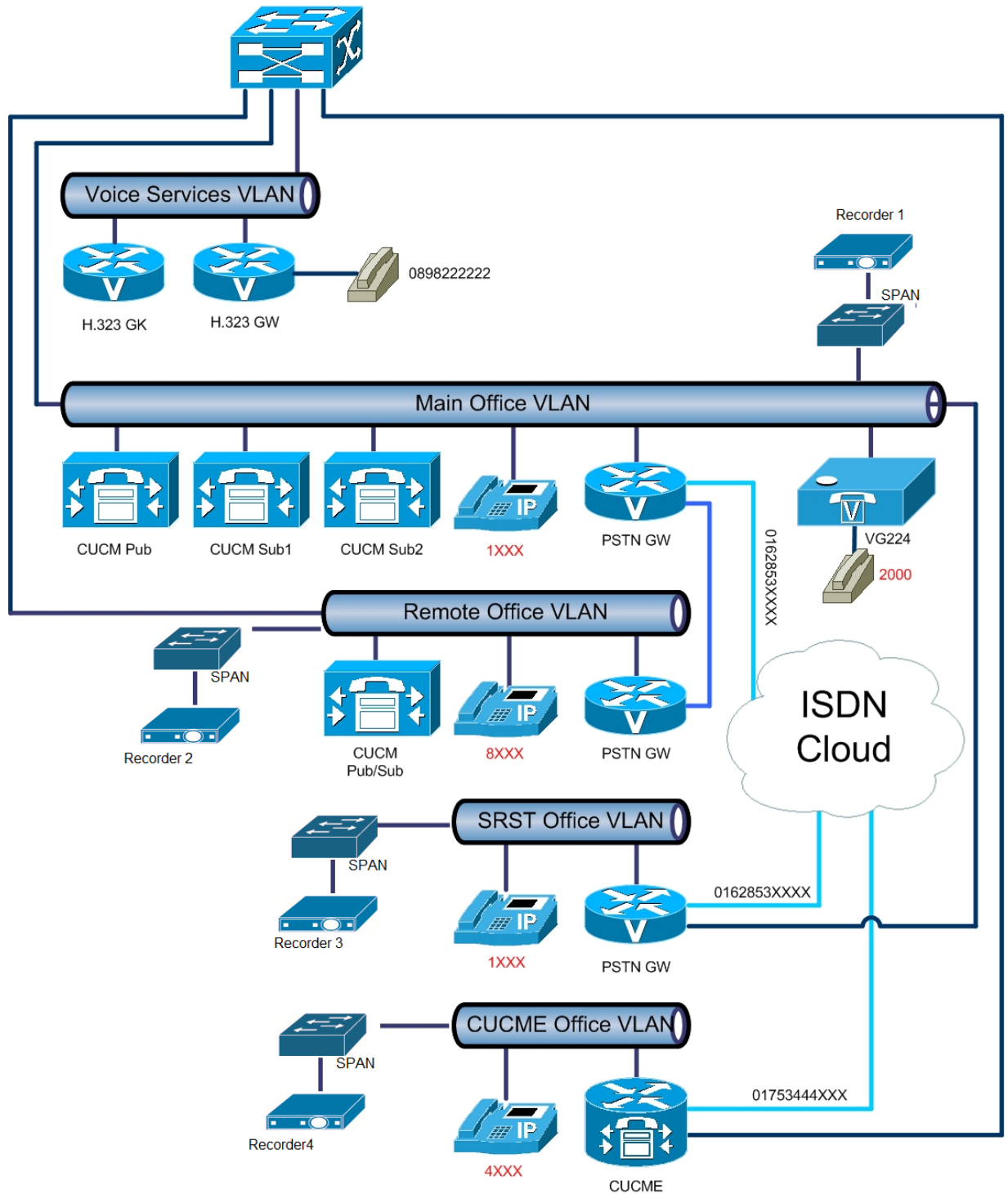
Solution details

- ▶ Cisco Unified Communication Manager ver 8.5 or above, or CME router , e.g, UC500 series (Software pack 8.1 or above)
- ▶ 300 Series, ESW-500 or other Switch with Switch Port Analyzer (SPAN) feature
- ▶ Any IP phone models (CP-500, 78xx or SPA525G) including Cisco IP Communicator
- ▶ VSLogger Server (Windows 7/XP)
- ▶ VSLogger Monitor software for remote access to application

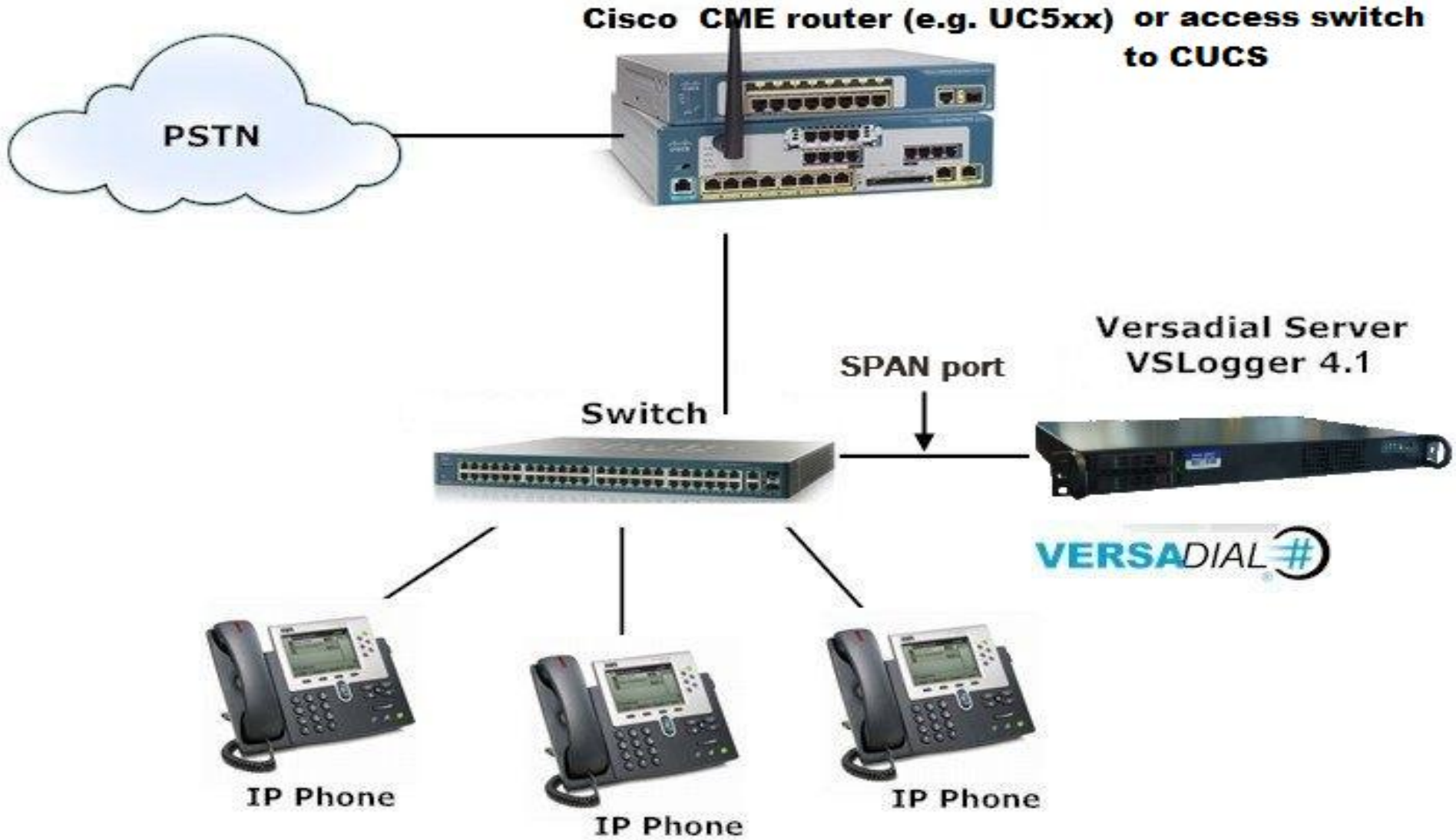
Flexible and Affordable Licensing

- ▶ Different Licensing models allow to select one which most suitable and cost effective
- ▶ Permanent or time period based licenses
- ▶ Unlimited or fixed recording amount per day
- ▶ Licenses provided as Micro USB key and can be transferred , sold or leased,
- ▶ Software upgrades and Technical Support plans are available

CUCM Deployment models



CME Deployment model



Target UC500 customer

- ▶ UC500 series with ESW500 or 300 series switch.
- ▶ ESW500 limitations: Max. 8 devices to mirror (max. 8 channels for internal-to-internal and internal-to-external calls). But if only external calls to be recorded, root ESW500 switch expansion port can be mirrored and all phones (up to 120) can be recorded for internal-to-external calls.

Target Call Manager Express(CME) or CUCM Customer

- ▶ CME router with 300 series or Catalyst switch with SPAN port configured to mirror recorded devices traffic, up to 240 channels for internal-to-internal and internal-to-external calls.
- ▶ CUCM network with 300 series or Catalyst switch with SPAN port configured to mirror recorded devices traffic, up to 240 channels per VSLogger server.

Configuring Port mirroring

Configuring mirroring could be quite a complex task depending on network topology, recorded devices and switches used. Refer to selected switch configuration documents, e.g. Catalyst Switched Port Analyzer (SPAN) Configuration Example:

http://www.cisco.com/en/US/products/hw/switches/ps708/products_tech_note09186a008015c612.shtml

Final result of the configuration should be:

- recorder dedicated SPAN/MIRROR port configured on a switch
- recorded devices traffic mirrored to this SPAN port
- recorded device IP or MAC addresses collected/documentated
- VSLogger recorder “TO SPAN”/network sniffing port connected to SPAN/MIRROR port on the switch
- VSLogger configured to record selected devices (identified by IP or MAC address)

Generally There are two approaches:

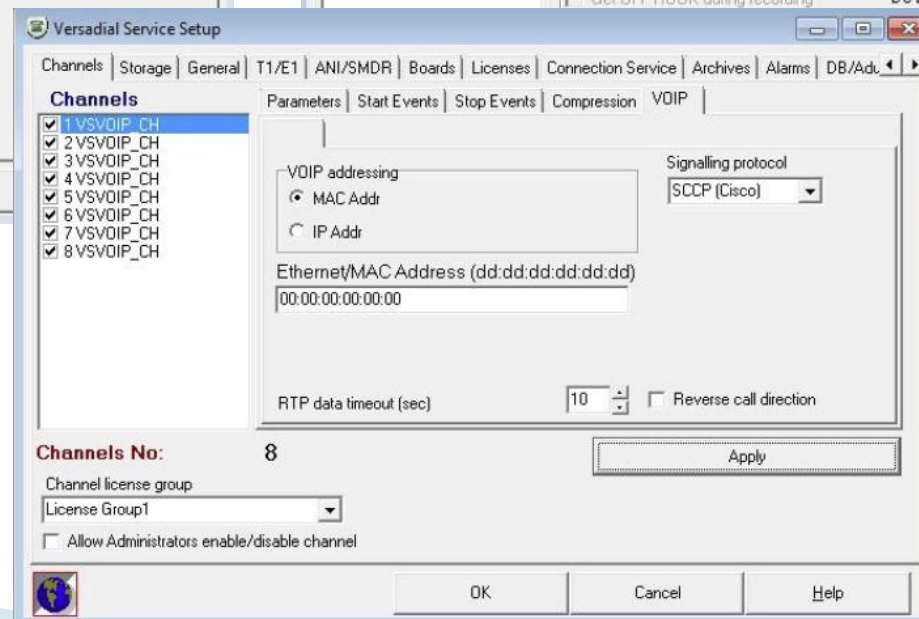
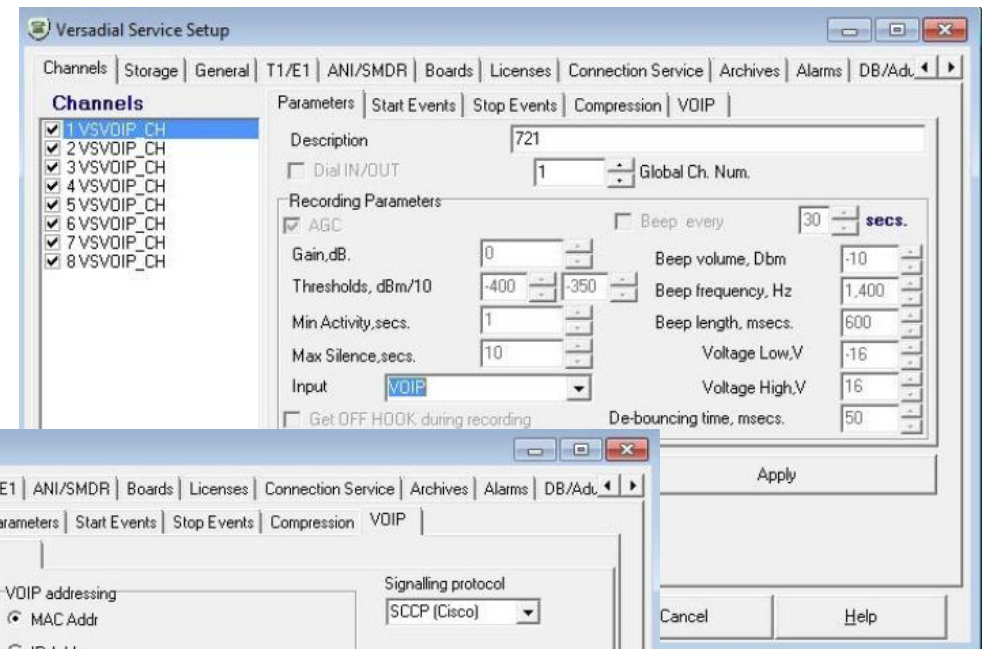
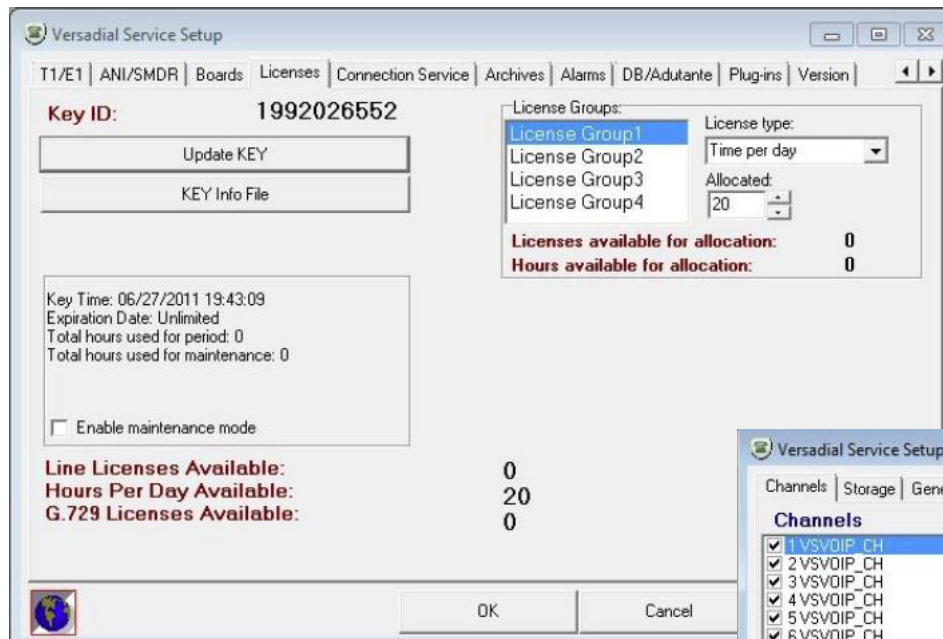
- ▶ Mirror ports connected to recorded devices to SPAN port
- ▶ Create separate VLAN for recorded devices, add recorded ports to that VLAN, Mirror that VLAN to recorder SPAN port

ESW500 switch port mirroring notes

- ▶ ESW500 limitations: Max. 8 devices to mirror (max. 8 channels for internal-to-internal and internal-to-external calls).
- ▶ If only external calls to be recorded, root ESW500 switch expansion port can be mirrored and all phones (up to 120) can be recorded for internal-to-external calls.

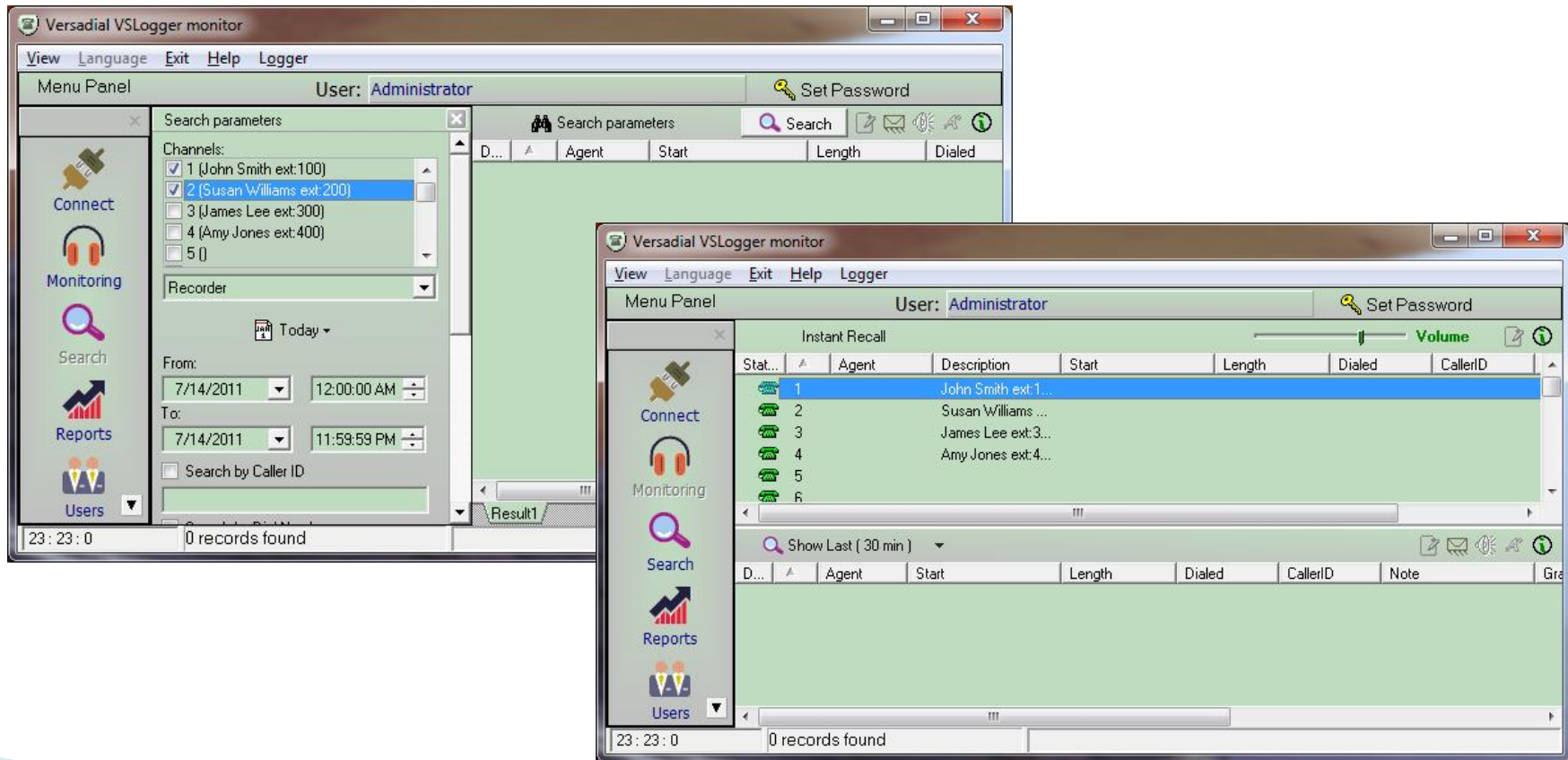
Configuring VSLogger Server

- Detailed installation and configuration instructions are provided with the VSLogger software documentation
- Visit www.cisco.com/go/smallbizsupport for additional information about this integration



Call recording and playback

- The VSLogger client can be used to monitor real time recording of phone calls. Sessions can be identified by called and called number
- On demand recording available
- Supervisor can do silent monitoring of agents



Sales and Support

For Versadial Technical Support

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Compatible