

Product Datasheet

Recording Notification Skype for Business



Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial

Alerting
Voice Alert
IPS Pager

Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report

Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot

Attendant Console / IVR / Group
Tannounce
Line Group Manager
Silent Monitoring

Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager

Recording
Call Recording
Recording Notification

1 Description

1.1 Overview

Recording Notification makes it possible to advise the incoming callers (internal or external) that the communication will be recorded which is a legal obligation.

The warning is broadcast via an audio message at the beginning of the call, on a incoming call or possibly outgoing.

Recording Notification reduces administration costs, as its based on a list of recorded numbers and is compatible with any recording application.

1.2 Call warning

When a telephone call is recorded, both parties are informed that the call will be recorded. When the telephone line is called directly, internally or via a DDI number.

Several different messages may be broadcast depending on the profiles associated with the registered number.

1.2.1 Audio warning message on external or internal incoming call

On an incoming call to a stored number, Recording Notification responds and broadcasts the notification message. At the end of the audio message, it redirects the call to the number originally called. This mechanism can be triggered for external incoming calls, internal calls, or both.

1.2.2 Audio warning message on external or internal outgoing call

On an outgoing call from a registered line, when the other party picks up, Recording Notification broadcasts the warning message. At the end of the audio message, both parties are connected. This mechanism can be triggered for external outgoing calls, internal calls, or both.

1.2.3 Multi-message support

It may be necessary to broadcast different warning messages depending on the recorded lines. Indeed, the title may depend on the service, or the language of the country.

It is therefore possible to define profiles for each recorded number. Depending on the profile, you will also define whether the notification should be broadcast for incoming, outgoing, internal, external calls

1.2.4 Administration Interface

An administration web interface is used to configure the operation of Recording Notification.

telisca Skype for Business config Recording profiles Recorded lines

Recording Notification SFB Close

[Add a new profile](#)

		Name	Direction	External	Audio file path
Select	Delete	profil#1	BOTH	BOTH	c:\inetpub\wwwroot\NPSCFG\data\AUDIO\audio_41.wav
Select	Delete	profil#2	INGOING	EXTERNAL	c:\inetpub\wwwroot\NPSCFG\data\AUDIO\audio_38.wav
Select	Delete	profil#3	BOTH	BOTH	c:\inetpub\wwwroot\NPSCFG\data\AUDIO\audio_36.wav

telisca Skype for Business config Recording profiles Recorded lines

Recording Notification SFB Validate Cancel

Name *

Direction

Type

Upload test audio file (automatically converted)

Concatenate languages

Voices

Text to speech [Generate](#) [Play](#)

Voices

Text to speech

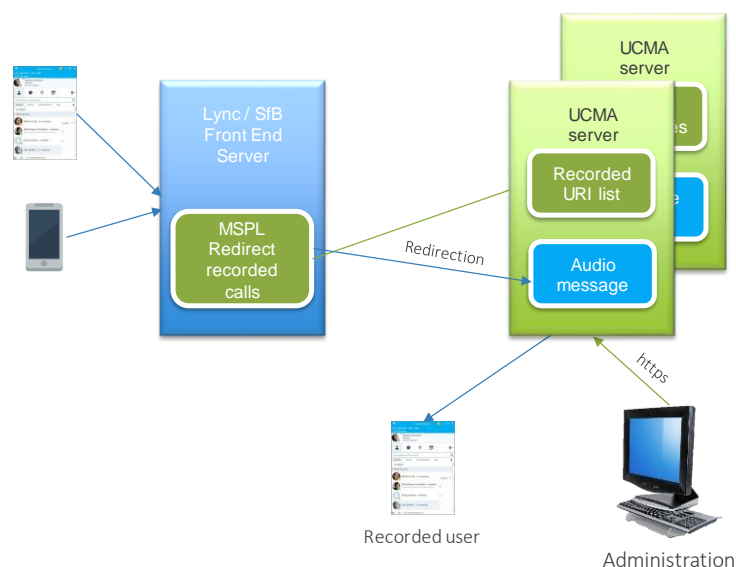
Or upload audio file Aucun fichier sélectionné.

c:\inetpub\wwwroot\NPSCFG\data\AUDIO\audio_38.wav

In particular, it makes it possible to define different user profiles as well as the audio messages that can be generated in voice synthesis, so it supports up to several languages.

1.3 Architecture, prerequisites

The solution consists of an MSPL script installed on Skype for Business servers and a UCMA application installed on the telisca server in the Skype for Business pool. The MSPL script is used to trigger the redirection or conferencing with the UCMA server that broadcasts the audio messages.



The installation is automated, it allows to automatically install the MSPL scripts on the Front-End of Skype for Business.

Recording Notification Skype for Business is installed on a server with the following prerequisites:

Supported Windows Servers:

- Windows Server 2008 R2 SP1 or 2008 SP2 Foundation, EN/FR (for update only),
- Windows Server 2008 R2 SP1 or 2008 SP2 Standard, EN/FR (for update only),
- Windows Server 2012 or 2012 R2 Essentials, EN/FR,
- Windows Server 2012 or 2012 R2 Standard, EN/FR,
- Windows Server 2016 Essentials, EN/FR
- Windows Server 2016 Standard, EN/FR

- Minimum configuration: 2 vCPU, 8GB RAM, 100GB disk
Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS