

Call Recording FAQ

Q: When using the call recording option with the MX250, which calls can be recorded?

A: In order for a call to be capable of being recorded, the media for that call must pass through an MX250 system.

Some examples:

Any call that comes from the PSTN through the MX250 to a phone on the LAN can be recorded.

Any call that comes from an IP phone on the LAN and routes through an MX250 to the PSTN can be recorded.

Any call that comes from an ITSP through the MX250 to a phone on the LAN can be recorded.

Any call from an IP phone on the LAN that routes through an MX250 to an ITSP can be recorded.

Any call that is an internal call between two IP phones that does not pass through the MX250 cannot be recorded. If there is a need to record such calls between IP phones on the LAN, Zultys' partner Telrex (<http://www.telrex.com>) offers a solution capable of doing this.

Q: What is the difference between "On demand" and "Automatic" call recording on the MX250?

A: On demand call recording allows a user to select the option to record a specific call from the MXIE user interface. When the user selects to record a call, the call recording is saved from the beginning of the call and is stored in the user's voice mail box. If a user is going to record a significant number of calls, the Administrator of the MX system should set the user's mailbox size accordingly.

Automatic call recording allows for all calls for a particular user or Inbound Call Center (ICC) group to be recorded. This is set up by an administrator of the MX250. These recordings are stored on the MX250 system and can be overwritten unless the MX Archiving (licensed) option is used to pull call recording data from the MX250 system and store it externally. Full time call recording is licensed separately for individual users and comes standard with the purchase of an ICC license.

Q: When using the call recording option with the MX250, what is the maximum storage capacity for such call recordings?

A: When call recording "On demand" is used, the maximum storage capacity is equal to the size of the user's voice mail box configured on the MX250. When using "Automatic" call recording on the MX250 without the MX Archiving (licensed) option, the maximum storage space is 10GB (160 hours) before recordings are overwritten. When using "Automatic" call recording on the MX250 with the MX Archiving option, the maximum storage capacity depends on the external storage device where the recordings are being archived.

Q: When using the call recording option with the MX250, what is the maximum number of simultaneous call recordings that the system can handle?

A: The MX250 can handle a maximum of 60 simultaneous call recording sessions. These calls being recording can be calls recorded “On Demand” or calls that are being automatically recorded. When using a cluster of MX250 systems, call recording does not scale linearly. The maximum number of simultaneous call recording sessions in an MX Cluster is still 60 calls.

Q: How do I access and review calls that have been recorded by the MX250?

A: This depends on how the calls have been recorded. For calls that have been recorded “On Demand” you can use the Media Exchange Interface for End users (MXIE) to view and manage “On Demand” recordings that have been saved in your voice mail box. For calls that have been recorded automatically, which are stored on the MX system MXIE is also used to view call recordings using a built in viewer. Permission must be granted by an Administrator of the MX250 to allow a user to view automatic call recordings. If MX Archiving is in use and call recordings have been pulled from the MX250 and stored on an external server, a special MX Archive Viewer must be used to view and query the recordings. This viewer can be downloaded from the MX250 web page, but a user must have the proper credentials to connect to the PC running the MX Archiving software to be able to view the recordings.

Q: How do I record all calls for my Inbound Call Center (ICC) group?

A: Automatic call recording capability is included with the cost of the ICC agent license; however, it must be configured for that ICC group by an administrator of the MX250. The Administrator can also grant users the right to be able to view the recordings while they are stored on the MX250. If you want to keep calls for a very long time for review or training purposes, you should also purchase the MX Archiving option. This option allows software on an external storage PC to pull the recordings from the MX system on a regular basis. Once configured, all inbound calls to the call center passing through the MX250 will be recorded. It should be noted that for outbound calls to be recorded, that agents making outbound calls must use the MXIE PC client and initiate the call by clicking in the agent area of MXIE.

Q: How is call recording licensed on the MX250?

A: You can purchase individual call recording licenses which are treated like a pool of resources. There are two types of call recording that can be configured on the MX250, “On Demand” and “Automatic. If an administrator configures users with the capability to record calls “On Demand”, and N licenses have been purchased, up to N calls can be selected to record simultaneously. If an administrator configures a user to have all of their calls recorded automatically, only N-1 licenses will be available to other users. Call recording is not licensed separately for the Inbound Call Center; rather, it is included in the cost of the ICC agent license.

Q: If I have call recording configured on an MX250 and have that MX250 in a cluster with redundancy, are all of my call recordings backed up onto the redundant MX250?



A: The answer depends upon the type of recording being used. “On demand” call recordings are copied to the backup system along with the content of the voice mail boxes. Automatic Call recordings are not copied to the backup system and will only be duplicated on the local RAID drive. If you have a redundant MX in a cluster and a main MX goes down, the redundant box covers the recording functionality. After the failed MX comes back into service all recordings made during the switched over period are copied back to the newly active MX.

Q: What is the behaviour of call recording for calls placed on hold or calls that are transferred?

A: After a call is placed on hold or transferred, the MX looks at the call recording policy enabled for the (potentially) new parties in a conversation and applies the call handling rules which apply to those new parties in a conversation.

