



SUPPORTED SYSTEMS

- Unified CallManger
- Unified Communications Manager
- Unified Communications Manager Business Edition
- Unified Communications Manager Express
- Unified Communications 500 Series
- Unified Contact Center Enterprise
- Unified Contact Center Express
- All Cisco IP phones
- Attendant Console Softphones

Engage Contact Center Suite Cisco Compatibility Guide

TOTAL RECORDING, QUALITY MANAGEMENT, & WORKFORCE OPTIMIZATION FOR CISCO IP VOICE SYSTEMS

Experience the rich capabilities and practicality to easily record, playback, and distribute telephone conversations from the desktop with the award-winning Engage Contact Center Suite integrated with Cisco Unified Communications Manager (CUCM) VoIP Phone Systems.

The award-winning Engage Suite provides an unmatched combination of benefits, including best-in-class ease of use, a rich feature set, outstanding scalability, and a surprisingly low total cost of ownership. Engage Suite is compatible with Cisco Unified CallManger and Cisco Unified Communications Manager. It even leads the industry in supporting Cisco Active Recording, so you can finally “Can the SPAN.”

Cisco interoperability features with Engage Record:

- Records calls automatically, according to user-defined rules, or on-demand directly from Cisco VoIP phones using Engage Record’s exclusive Conversation Save™ technology. When activated prior to the end of the call, Conversation Save captures the complete call, from its inception.
- Simultaneously record up to 1000 phones per server.
- Optional storage ranging from local hard drive cache and DVD archiving, to remote mass archiving, including SAN/NAS support.
- Industry-leading support for Cisco Active Recording uses dual media stream technology to eliminate the need for SPAN.
- Store call-related data such as Calling Line Identification (CID), Dialed Number Identification Service (DNIS) and the extension number or Directory Number (DN) identifying the CUCM phone extension that placed or received the call.
- Optional support for AES 256 bit encryption, Microsoft clustering, & virtual servers. Optional Engage SDK toolkit allows 3rd party application integration.





Administrators can enable users to selectively record calls, or portions of calls, on-demand from their PCs or Cisco phone sets. A convenient Engage icon in the Windows Quick Launch bar, along with a soft key right on their Cisco phone provides users with on-demand Record and Conversation Save™ capabilities. Audio conversations are captured through the use of either switch port analyzer (SPAN) or Cisco Active Recording (dual media stream) technology.

Engage Manage interfaces using standard CTI protocols. Engage Analyze, Score, and Coach do not require CTI integration. For details, contact your authorized telecom equipment reseller or TelStrat.

Cisco Active Recording is supported under CUCM 6.x and up, using 3rd-generation Cisco Unified IP Phones such as:

- 7911g
- 7931g
- 7941g
- 7941g-ge
- 7961g
- 7961g-ge
- 7970g
- 7971g-ge



Engage Record is the only call recording solution with the one-click Conversation Save™ feature that records the entire conversation even in mid-call.

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.



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