



MediaScribe FAQ

What does this product do?

This product provides easy, flexible call recording records management & archiving for the Cisco MediaSense platform. It enables secure, accountable policy-driven record retention, along with the ability to search, filter and provide audit logs on those records. MediaScribe will also provide the ability for end users to search and review their own recordings from the archive. (They cannot however delete or otherwise modify the recording from the archive.)

Why do I have to be concerned about managing call recordings?

Call centers have been recording calls for years for training and quality management purposes. Now those files are becoming powerful sources of business intelligence, process improvement and a source of readily accessible content with the integration of speech analytic features. Additionally, with the requirements for public companies to record calls such as earnings calls and investor calls, it becomes critical to not only archive these recordings, but be able to retrieve them easily. Of particular note are the related call retention requirements in the financial sector with Dodd-Frank legislation to cite one example.

How can I quickly find specific call recordings?

The system has an intuitive interface where you input search parameters to narrow down the records you would like to find. The search results are previewed on screen where the Administrator can select the calls to be previewed or provided via download or email. An audit trail is kept of all activity.

It would be great if end users could search their own call recordings instead of coming to IT. Is that possible?

Yes! Administrators can turn on the option to grant users access to their own history. From there they can search and replay their own recordings. (They cannot delete them.) There is also an Administrator controlled option whether they can also preview or download those messages. This is a very popular feature because users can search for call recordings over long periods of time and many just preview them via their web browser. This can be extremely convenient and alleviates a time burden from IT.

Can I provide differing levels of administrator access?

Yes. MediaScribe has been designed with records management and compliance policy roles in mind to provide multiple levels of access can be designated with differing levels of rights available.

What happens if the system goes offline for a period of time?

MediaScribe will check for missed recordings. If the MediaScribe server is down it will automatically check for missed recordings when the reboot is complete.



Does this solution capture and playback video calls?

Yes. MediaScribe captures video calls, and then on replay both sides of the call can be viewed for replay.

What kinds of security features are built into this product?

There are several layers of security:

- The application can be configured to use “HTTPS” for an additional level of security into the application. (HTTPS is a protocol used by Web servers to transfer and display Web content securely. The data transferred is encrypted so that it cannot be read by anyone except the recipient.)
- Archived messages are encrypted and not playable until selected by MediaScribe.
- MediaScribe keeps an audit trail of all activity that even top level Administrators cannot edit.

Can MediaScribe connect to other systems?

Yes! The MediaScribe API makes it possible to integrate the archiving of call recordings into enterprise Records Management systems.

What if we need to vary the hold length for specific records?

No problem. MediaScribe allows for over-rides of group policies for specific accounts by an authorized administrator. So if you decide that you want to hold onto certain records for a different time period than the standard policy, this is easily accommodated.

Speaking of archiving, what if we want to change the location of our archives?

No problem. MediaScribe has tools that enable you to easily migrate your archive location.

Are multiple clusters of MediaSense servers supported? Yes.

How about storage options? MediaScribe supports sequential mapping to multiple storage locations for greater flexibility in managing your records storage.

If calls from outside the organization are involved in a recorded call, what information will be retained in the metadata?

If caller ID is enabled, and the caller has not blocked their caller ID from displaying, the caller ID for that participant will be saved with the message as one of the participants.

Where do tags live? Do they become part of the data on the MediaSense Server or do they remain on the MediaScribe server?

Tags are connected to recordings and secured inside the archive database on the MediaScribe database.

Can an end user download or email call recordings? Is there a way to manage that?



Yes. End user access to their recordings is an administrative option that can be granted to selected users. Additional granularity of feature includes the ability to determine if the end users can download/export the recording or email it. Some organizations may choose to give preview ability, but restrict any further functionality.

Can a user change their retention group?

No. Users are grouped according to company policy & implemented inside the Cisco Unified Communication Manager. Changes have to be made there and then it is synchronized to MediaScribe.

Got a question you don't see addressed here? Want to see a demo? Give us a call! We're here to help.



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