

Shared line recording configuration with Cisco recording

The guide explains the recommended configuration for shared lines in the system if the [Cisco network-based recording](#) is utilized. The goal of this configuration is to accurately store who answered the shared line.

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Configuring owner User IDs in CUCM

Step 1 - Login to CUCM web interface

Step 2 - Assign the phones sharing the line to users in Cisco UCM. Navigate to **Device / Phone**, and for each phone, set the **Owner** to **User**, and note the **Owner User ID**

Built In Bridge*	On
Privacy*	Default
Device Mobility Mode*	Default
Owner	<input checked="" type="radio"/> User <input type="radio"/> Anonymous (Public/Shared Space)
Owner User ID*	testuser1

Enabling Owner User ID support in Verba

Step 3 - In the Verba Web Interface navigate to **System / Servers** and select the server where the Cisco JTAPI Service is enabled (Recording Server/ Media Repository and Recording Server). Or navigate to **System / Configuration Profiles** and select the server profile which is used to run the Cisco JTAPI Service.

Step 4 - Click on the **Change Configuration Settings** tab.

Step 5 - Under the **Cisco JTAPI Configuration** node, select **Advanced** and set **Fill Agent ID with Owner User ID** to **Yes**.

- ▲ Cisco JTAPI Configuration
 - ▶ Basics
 - ▶ Cisco UCCX Integration
 - ▶ Cisco UCCE Integration
 - ▶ Genesys Integration
 - ▲ Advanced

Service Port:	11200
Work Folder:	C:\Program Files\Verba\work\inativerec 
Advanced Recording Rules Enabled:	No
Fill Agent ID with Owner User ID:	Yes

Step 6 - Save the changes by clicking on the  icon.

Step 7 - A notification banner will appear on the top. Click on the **click here** link, so you will be redirected to the **Configuration Tasks** tab. Click on the **Execute** button in order to execute the changes.

 There are tasks to be executed regarding the configuration of this Verba Server.
If you would like to execute these tasks now, please [click here](#) .

Step 8 - If you configured an individual server, instead of a configuration profile, repeat the steps above on all servers where the Cisco JTAPI Service is enabled.

Adding Owner User IDs and shared lines as extensions

Step 9 - Navigate to **Users / Extensions**. and add the Owner User IDs as **User/Agent ID** type extensions.

Step 10 - Also add the shared line extension as a **Number/Address** type recorded extension, and type "**Shared Line**" to the description to indicate that this is a shared line

Step 11 - Do not assign the shared line extension to any user.

Step 12 - Assign the Owner User ID extensions to the Verba Users.

Step 13 - Apply the changes.