

# IPC Unigy

## Overview

Integration utilizes Unigy's active recording interface which consists of the following links:

- **CTI (CDR):** agent and CDR/call events
- **SIP (Audio control):** establishes recording/media channels, negotiates voice codec and SRTP crypto parameters
- **RTP/SRTP (Audio stream):** carries voice media

Recorder service at startup logs in via the CTI link and subscribes to agent and call events. When a trader agent logs in on a turret (the agent can be logged in only on one turret at the same time) the Unigy platform notifies the recorder and the recorder establishes media channels via SIP as per the recording profile configuration of the turret. When a call starts, the recorder receives a call start CTI/CDR event which refers to the related media channel. Based on this information the recorder starts recording the media and creates a database record with the CDR. When the call ends a call end CTI event is received based on which the recorder terminates the recording. At recorder startup, the recorder gets agent login and call start notification for all logged-in agent sessions and ongoing calls so can start recording from that point.

## IPC Unigy recording features

- Certified IPC Unigy recording solution
- 2N and N+1 recorder configurations
- Compatible with trader voice recording data model
- Support for VAD (voice activity detection) and media segmentation for long calls
- Recording of encrypted/secure turrets when available
- All types of recording mix layouts are supported

## Version support

<b>IPC Switch Name &amp; Model</b>	IPC Unigy
<b>Supported IPC Unigy Versions</b>	1.x or later
<b>Supported Turret Types</b>	IQ/MAX, IQ/MAX Touch, IQ/MAX Edge (100/200) IQ/MAX Sync, IQ/MAX Omni, Pulse Enterprise, Pulse Mobile

If you are on a different version, contact your IPC representative for more information.

## Features not available

- Silent monitoring only available for Media-Only records
- Full / Always-on, Do-not-record, Never-record recording modes only (no On-demand, no Controlled)
- Desktop Screen Capture is not available
- No support for turret based playback

## Deploying IPC Unigy Recording

The following section contains all the necessary steps for setting up an IPC Unigy Recording infrastructure.

### Server Sizing

Allocating the appropriate resources to the different servers is crucial. For guidance, see [Server sizing and requirements](#)

### Preparation

Make sure that all the required prerequisites are installed on each server prior to the installation.

- [Prerequisites](#)
- [Installing the required prerequisites](#)

For guidance on configuring the necessary firewall port, visit [Firewall Configuration for IPC Unigy recording deployments](#)

## Installation

The following articles contain all the step for installing the various server roles:

- [Installing a Verba Single Server solution](#)
- [Installing a Verba Media Repository](#)
- [Installing a Verba Recording Server](#)

## Configuration

For configuring the system for IPC Unigy recording, see [Configuring IPC Unigy recording](#).

## Resiliency

The system can be deployed in various configurations to achieve resiliency. For more information, see [IPC Unigy recorder resiliency](#).

## IPC Unigy metadata

The system captures the following metadata specific to IPC Unigy calls when CTI messages are available. These fields are available through the standard and the IPC Unigy specific custom metadata template.

Metadata Field	Description	Template	Available	Available in CDR-Only records	Available in Media-Only records
Start Date	Start date of the conversation	Standard	Yes	Yes	Yes
Start Time	Start time on the conversation	Standard	Yes	Yes	Yes
End Date	End date of the conversation	Standard	Yes	Yes	Yes
End Time	End time of the conversation	Standard	Yes	Yes	Yes
Duration	Length of the conversation	Standard	Yes	Yes	Yes
User	Name of the recorded user	Standard	Yes	Yes	Yes
From	Source resource (e.g. line number)	Standard	Yes	Yes	No
From Info	Recorded trader name	Standard	Yes	Yes	No
To	Destination resource (e.g. line number)	Standard	Yes	Yes	No
To Info	Recorded trader name	Standard	Yes	Yes	No
Direction	The direction of the call from the system perspective; requires configuring internal number/domain patterns	Standard	Yes	Yes	No
Direction (User)	Direction of the call from the recorded user perspective	Standard	Yes	Yes	No

From (Verba)	Name of the Verba user associated with the calling party	Standard	Yes	Yes	Yes
To (Verba)	Name of the Verba user associated with the called party	Standard	Yes	Yes	Yes
Location	The hostname of the recording server	Standard	Yes	Yes	Yes
End Cause	Normal, Hold	Standard	Yes	Yes	Yes
Audio Codec	Audio codec of the recorded streams	Standard	Yes	No	Yes
Video codec	Video codec of the recorded streams	Standard	No	No	No
Platform Call ID	Unique conversation identifier received from the recorded platform	Standard	Yes	Yes	Yes
Silence Ratio	Ratio of silence in the conversation	Standard	No	No	No
Talkover Ratio	Talkover ratio of the conversation	Standard	No	No	No
Longest Silence	Length of the longest silence present in the conversation	Standard	No	No	No
User ID / Agent ID	Trader ID	Standard	Yes	Yes	Yes
From Device	Recorded turret /intercom ID	Standard	Yes	Yes	Yes
To Device	Recorded turret /intercom ID	Standard	Yes	Yes	Yes
Dialed Number	Original dialed number	Standard	No	No	No
From IP	IP address of the media source	Standard	Yes	Yes	Yes
To IP	IP address of the media source	Standard	Yes	Yes	Yes
From Proxy IP	IP address of the proxy server associated with the calling party	Standard	No	No	No
To Proxy IP	IP address of the proxy server associated with the called party	Standard	No	No	No
Source Platform	IPC Unigy	Standard	Yes	Yes	Yes
Conversation Type	Voice	Standard	Yes	Yes	Yes
Forward Reason	Forward reason for the conversation (e.g. forwarded, transferred, team call, delegated, etc.)	Standard	No	No	No
Recording failed	Indicates if the recording has failed and the metadata was imported during CDR reconciliation	Standard	No	No	No
Media Length	Length of the media file related to the conversation in hhh:mm:ss format	Standard	Yes	No	Yes
Media Error	Shows the media processing errors during recording	Standard	Yes	No	Yes

Voice Quality	Overall voice quality check score for the conversation	Standard	Yes	No	Yes
Record Type	CDR-Only, Media-Only	Standard	Yes	Yes	Yes
2N Source	In case of duplicate (2N) recording, records are marked as primary or secondary	Standard	Yes	Yes	Yes
Device Location	Turret location info	IPC Unigy		Yes	Yes
Audio Source	Audio source device on the turret	IPC Unigy		Yes	Yes
Line Appearance	Line appearance identifier	IPC Unigy		Yes	No
E1 Resource	E1 resource name	IPC Unigy		Yes	No
Billing Group ID	Billing group identifier	IPC Unigy		Yes	No
Session Type	Line, Turret, Speaker, Bridge, Conference, Transfer	IPC Unigy		Yes	No
Line Description	Line label	IPC Unigy		Yes	No
Push to Talk State	Marked segment while PTT is pressed	Marker		Yes	No