

Cloud9 Recording System API

For general Cloud9 recording information see [Cloud9](#).

For a general description of Import sources, please refer to [Import sources](#).

Configuring Cloud9 Recording System API based recording and archiving

In order to archive the calls in the system, please make sure that **Local** or **Cloud and Local** is selected.

Set the **Voice Recording** to **Yes**, and provide the URI in "http://verbaserver:port" format.

User Settings

Product Type:  C9 Trader Enterprise

Voice Recording:  Yes No Not Answered

Recording Storage: Local 

Enhanced Metadata:

URI:

Please make sure that the **Enhanced Metadata** checkbox is checked.

For more information, see https://cloud9technologies.desk.com/customer/en/portal/articles/2729473-onsite-call-archive-options?b_id=15792

Enabling the Verba Import Service

Step 1 - In the Verba Web Interface go to **System > Servers > Select your Media Repository (or Single) Server > Click on the Service Activation** tab.

Step 2 - Activate the **Verba Import Service** by clicking on the  icon.

Step 3 - Click on the **Service Control** tab.

Step 4 - Start the **Verba Import Service** by clicking on the  icon.

Creating a Cloud9 import source

Follow the steps below to create a new Verba Import source for Cloud9:

Step 1 - Open the Verba Web interface then select **Data > Import Sources** from the top menu

Step 2 - Click on the **Add New Import Source** link on the top right

Step 3 - Complete the configuration according to the requirements in the following table

Configuration item	Description
Name	Name your import source. This name will identify this source across the system.
Type	Select Cloud9 Recording System API
HTTP Port	HTTP Port, where the Verba C9 import service is listening
HTTPS Port	HTTPS Port, where the Verba C9 import service is listening
TLS Certificate File / Thumbprint	Specify the certificatefile/certificatethumbprint that is being used for the Cloud9 connection. If left empty then the Verba default certificate will be used
TLS Key File	Specify the file where the certificate key is stored if not in the windows certificate store
TLS Key File Password	Specify the password for the file that contains the certificate keys

TLS Trust List	Specify the list of certificates that Verba trusts from a 3rd-party connection. Available options: <ul style="list-style-type: none"> • .pem file with a list of certificates • comma separated certificate thumbprints • comma separated CA thumbprints
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Step 4 - Click **Save** to save the settings

(Optional) Transcoding configuration

Step 1 - In the Verba Web Interface go to **System > Servers > Select your Media Repository (or Single) Server > Click on the Change Configuration Settings** tab.

Step 2 - Expand the **Import \ Cloud9** node.

Step 3 - Select the codec at the **Audio Transcoder Profile** setting.

Step 4 - Save the changes by clicking on the  icon.

Step 5 - 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](#) .

Import policy configuration

Follow the steps below to configure the Data Import action:

Step 1 - In the Verba web interface, navigate to **Data > Data Management Policies**

Step 2 - Click on the **Add New Data Management Policy** button at the top-right corner of the page

Step 3 - For the action, select **Data Import**

Step 4 - Under Available Import Sources, **select the Import Source** that you created, then click on the Add button just below the text field

Step 5 - Configure the policy details, based on the information that is shown in the **configuration items summary table** below

Step 6 - Set up how frequently the Import should be run in the **Scheduling** section

Step 7 - Click on **Save**

Configuration Parameter Name	Description
Enable Recording Rules	Specifies if all data should be processed in the imported data set or just the records of the recorded users as configured in Verba
Execute Only on Selected Servers	If enabled, a specific server can be chosen that will run this policy

Extension configuration

To match the imported conversations to a Verba extension (and to a Verba User account) you need to add the Cloud9 login names to Verba as **extensions** with type "**User / Agent ID**".

Load balancer configuration

AVAILABLE SINCE 9.7.4

Load balancer health probe configuration must be HTTP GET with path = '/healthprobe'. The system will return a HTTP 200 OK when it is healthy and can receive new requests.