imagicle®
ZUCCHETTI

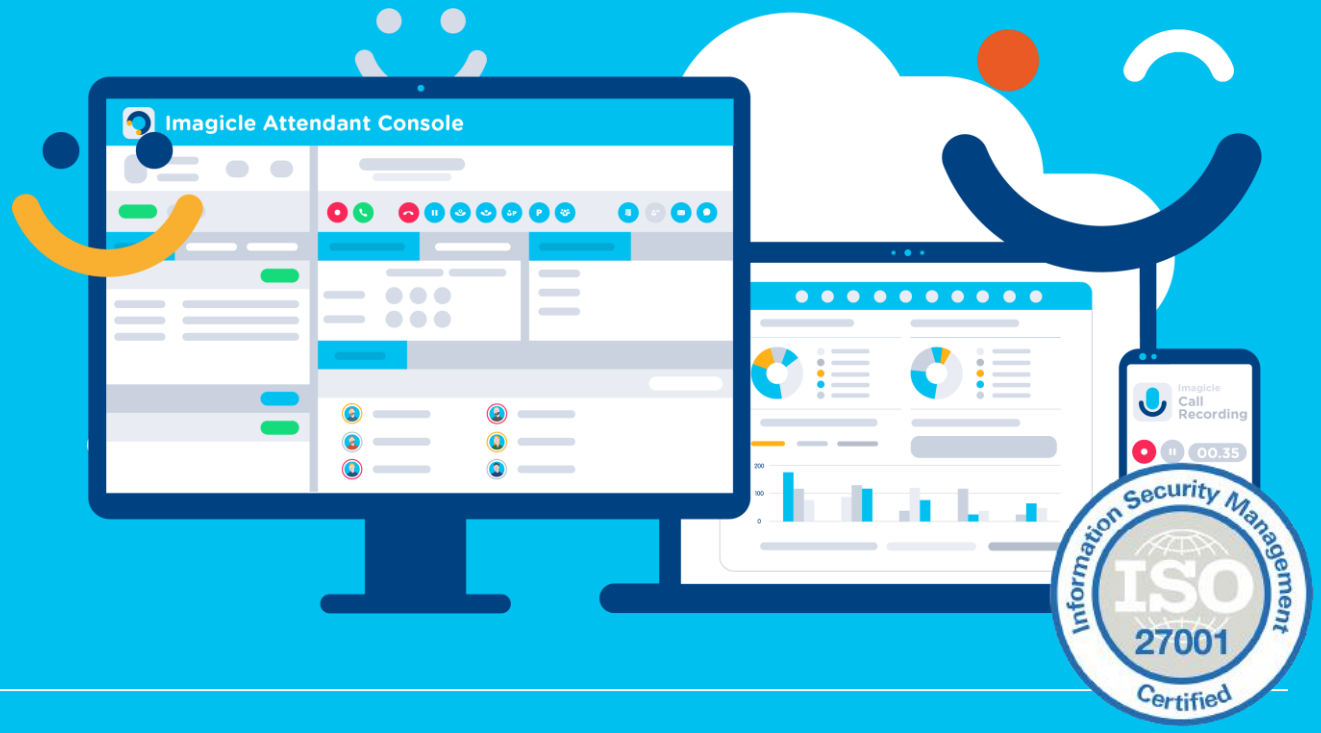
Imagicle Call Recording for Webex Calling MT and DI.

webex by CISCO

imagicle®

ZUCCHETTI

Your communications faster, smarter, easier.



+110

HAPPY PEOPLE

We're a happy team of 100+ people. We start every day with a smile, do better, and never give up.

7

OFFICES WORLDWIDE

HQ in Italy (Tuscany), with offices in Milan, Treviso and with 4 subsidiaries in Miami, Dubai, Paris and in Riyadh.

+2,200

ACTIVE CUSTOMERS

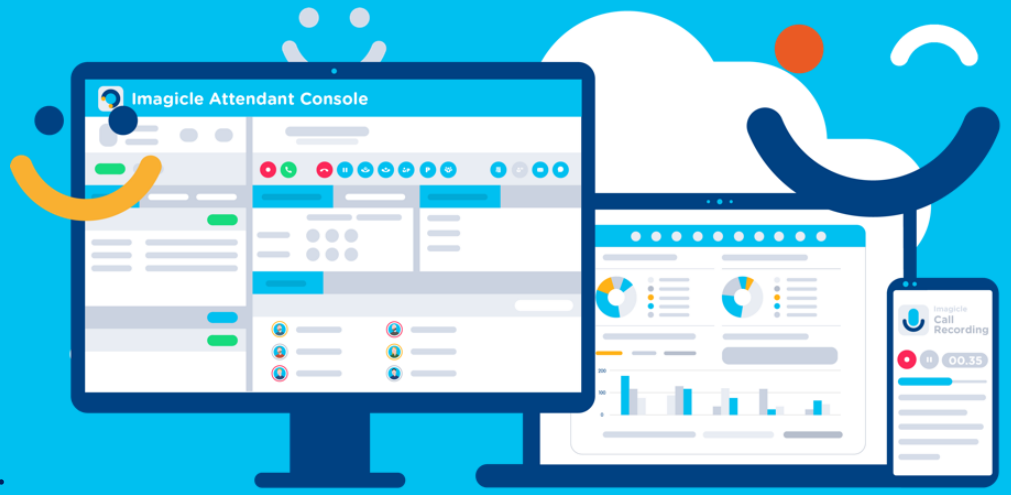
Thousands Mid Large Customers in more than 150 countries are are leveraging Imagicle apps to smooth out their operations.

Imagicle UCX Suite.

HUMAN AND VIRTUAL BETTER TOGETHER.

One suite of **UC apps and Omnichannel Conversational solutions based on Artificial Intelligence** to improve Customer (CX) and Employee (EX) Experience.

Ideal for **mid market** and **enterprise** customers, it's available from the **Cloud** and in **mixed environments**, granting the flexibility, security and innovation needed in the new hybrid and more digital world simplifying deployment, integrations, administration and use.



- Attendant Console
- Conversational AI
- Call Recording
- Digital Fax
- Contact Manager
- Operator Essentials
- Advanced Queueing
- Screen Recording
- Emergency Notification
- Manager Assistant
- Supervisor Console
- Auto Attendant
- Voice Analytics
- Call Analytics
- Hotel Services

Imagicle Cloud. Wherever you need it.

Imagicle UC Cloud Suite **public shared** instance is available for production, free trials and Labs, in North America, Europe and Middle East.

As an option, **a dedicated cloud instance** can be activated in over 20 Data Centers around the world for specific customers requirements.

Imagicle Cloud

NORTH AMERICA | EUROPE | MIDDLE EAST | DEDICATED CLOUD

Customer A | Customer B | Customer C | Customer …

RELIABLE | SCALABLE | HIGH PERFORMANCE | SECURE

Available on Cisco GPL S+!

Get your favourite Imagicle apps directly from Cisco GPL.

Webex Calling native integrations.

The ONLY Attendant Console

Integrated with both MT and DI (including also Cloud Advanced Queueing-AA), working with Webex App.

NEW

The ONLY Digital Fax

Cloud-based inbound and outbound fax for both MT and DI, now in general availability.

NEW

Call Recording + Voice Analytics + Screen Recording

On top of Cloud Call Recording for DI, support for MT coming on *GA early April in the US. WW coverage later in April.*

NEW

Call Analytics

Providing comprehensive Cloud Call Analytics for both DI and now also MT.
GA early April WW.

The most complete Cloud Suite for Cisco calling.

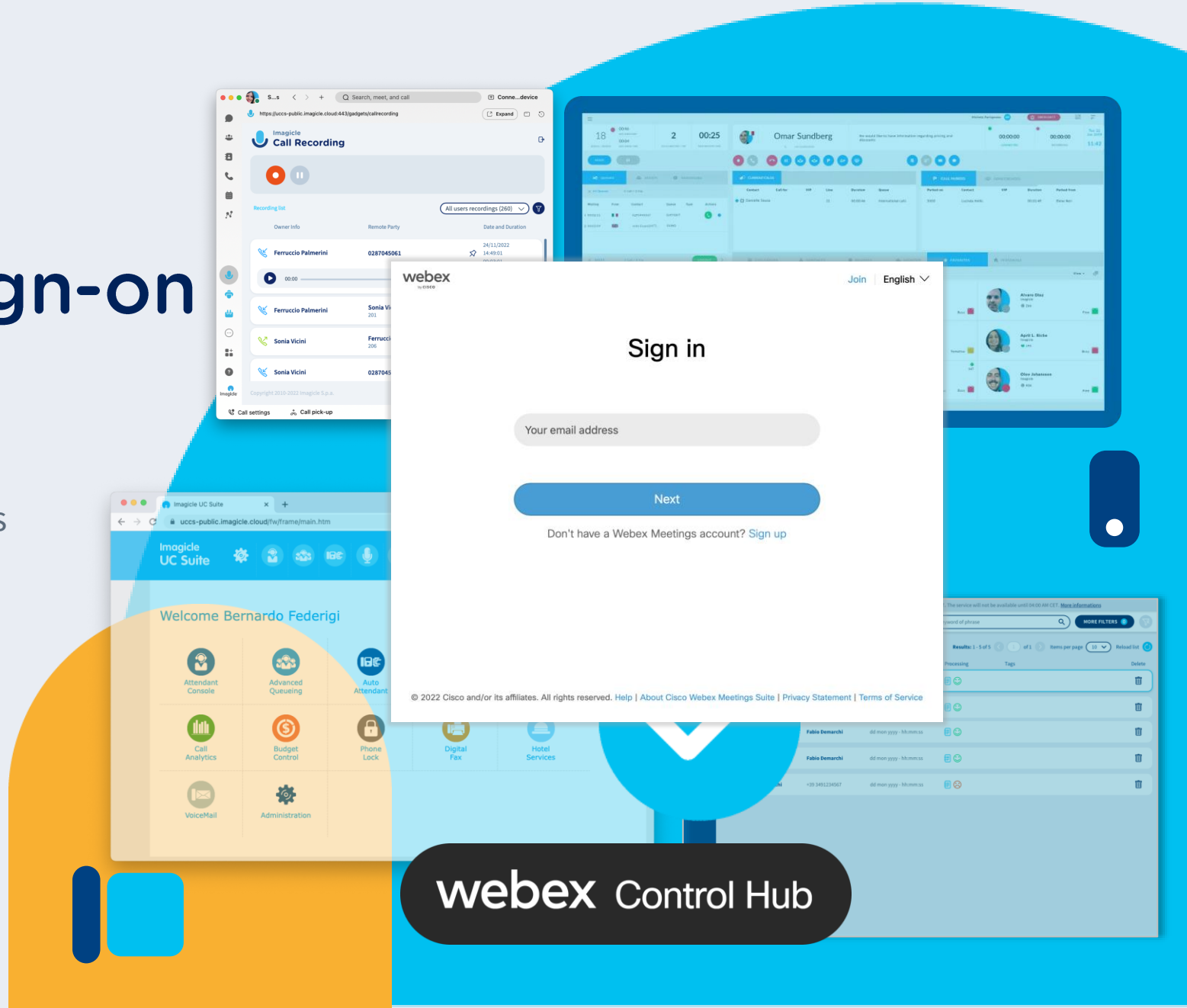
Working with any Cisco Calling platform, also mixed, enabling the Cloud shift.

Imagicle UCX Cloud Suite	Webex Calling MT	Webex Calling DI	UCM/BE/HCS/ BroadWorks
Attendant Console	Yes	Yes	Yes
Supervisor Console - Operator Essentials	Yes	Yes	Yes
Advanced queuing and Auto Attendant	Yes	Yes	Yes
Conversational AI	Yes	Yes	Yes
Call Recording with AI Voice Analytics and Screen Recording	Yes webex Control Hub	Yes	Yes
Contact Manager	Yes	Yes	Yes
Digital Fax	Yes webex Control Hub	Yes	Yes
Call Analytics	Yes	Yes	Yes

Webex Single sign-on and user sync.

Use your **Webex's credentials** to access the Imagicle apps. Get increased security and ease of use with a **single, secure login for all Imagicle apps.**

Moreover, the **automatic user synchronization** from Webex makes apps provisioning frictionless.



Automatic user's synchronization from Webex Control Hub.

Your user's list is **automatically synchronized against your Control Hub** to **Imagicle UC Cloud Suite**, making it easier to keep your list always updated.

- **No need to manually edit users**, in case of changes.
- **Simplified deployment and cost optimization**.
  - There's **no need** to add a **dedicated instance** or a **private peering** to synchroniza users from Active Directory
  - **No on-premises** infrastructures or **connectors** required.

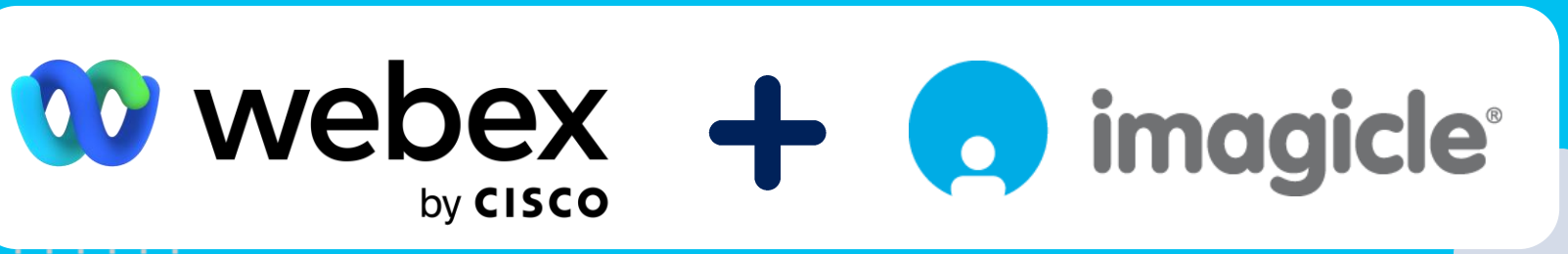
imagicle
ZUCCHETTI

PIW - Let's Collaborate-Tech

Introducing Imagicle Call Recording for Webex Calling.

webex by CISCO

Finally, a powerful alternative to dubber for Webex Calling!



Worldwide Webex regions.

Imagicle provides own regional recording hubs matching Webex regions

*US region available from early April ‘23.
Other regions coming later in April.

© 2022 Cisco and/or its affiliates. All rights reserved. Cisco Confidential

A rich compliance and customer service offer.

Imagicle Call Recording

Get all company calls recorded, grant quality assurance and recording compliance.

Imagicle Voice Analytics

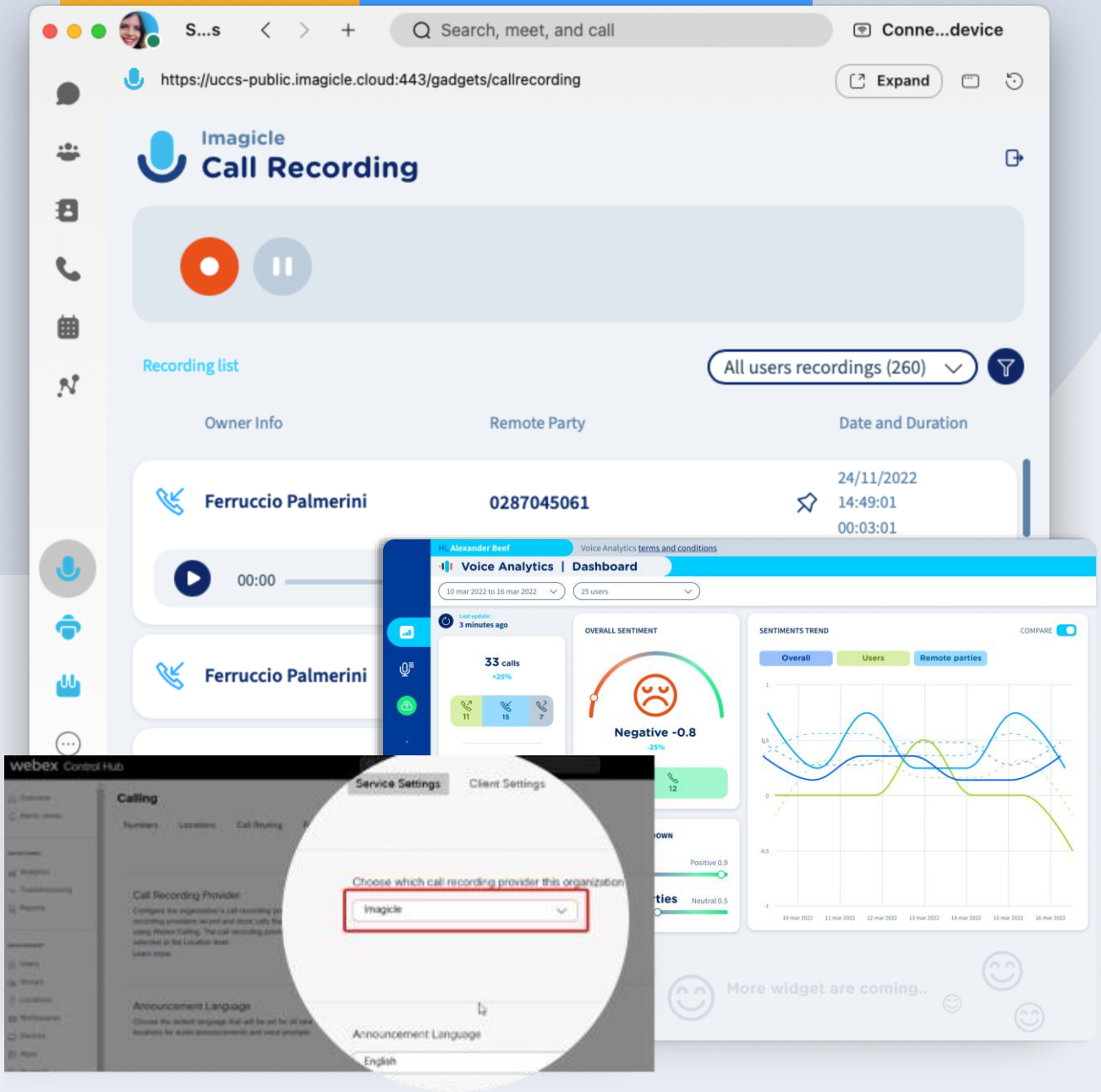
Analyse recorded calls and provide insight with multilanguage transcriptions and sentiment analysis.

Imagicle Screen Recording

Access 100% of agents interactions, better monitor remote work and improve quality services.

There are moments you don't want to miss. **Record and analyse them.**

- For **Contact Center** legal compliance needs and training purposes with Call Recording, Screen Recording and Voice Analytics
- For **business calling** legal compliance needs and productivity with Call Recording



Easy configuration.

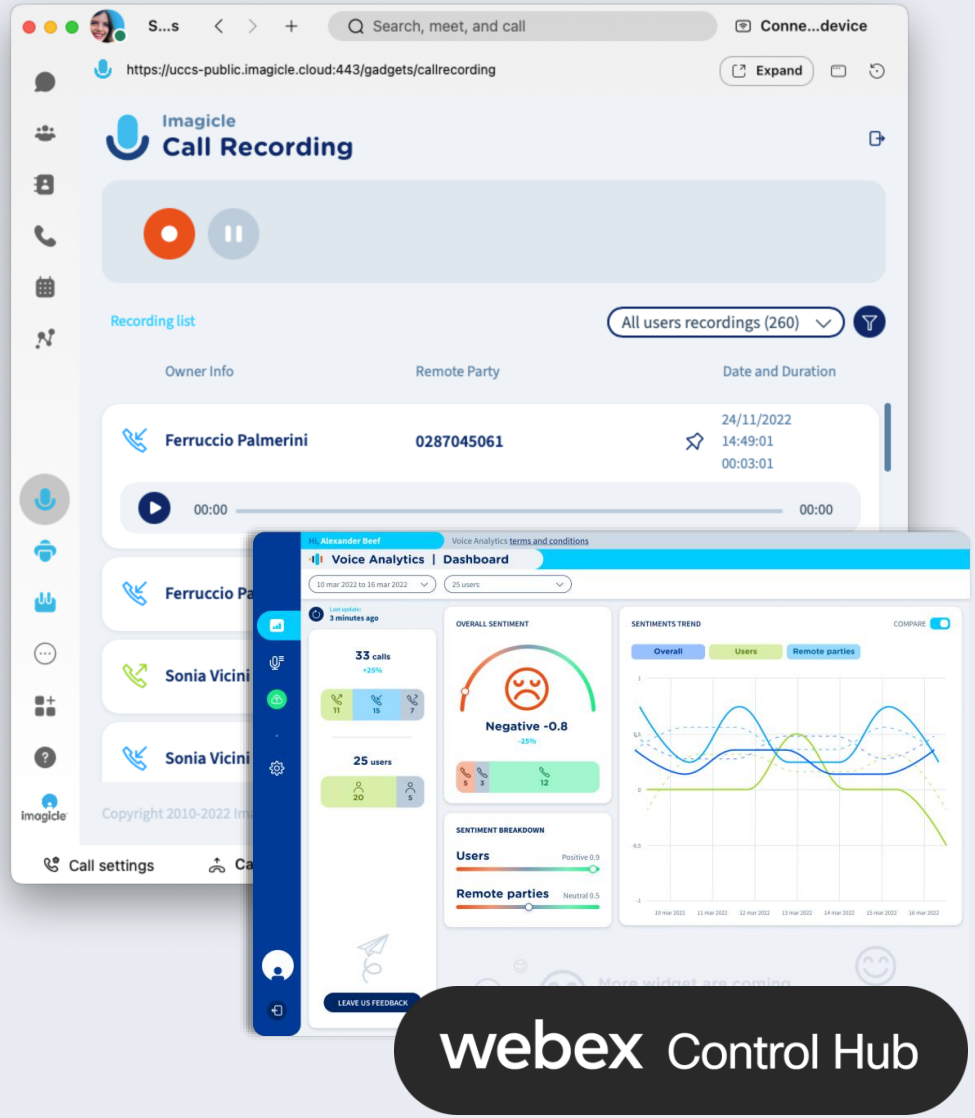
1. Access to Webex Control Hub with admin credentials and go to Calling -> Service Settings.
2. Scroll down to “Call Recording Provider” section and select **Imagicle** as recording provider. Hit Save.
3. Verify that your location's recording provider is Imagicle
4. Please go to Users menu and select the user you wish to enable for Imagicle Call Recording.
5. Within user’s details, please select “Calling” section and scroll down to “User call experience”. Click on “Call recording” to access the relevant configuration.
6. To enable the Imagicle Gadget, go to Apps -> Add shortcut.
    1. Enter the “Display Name” and the following “URL”: https://<customer_name>-public.imagicle.cloud/gadgets/CallRecording
    2. Select "Upload custom image" and drag or upload the PNG file coming from the Imagicle set of icons available here.
    3. Once done, please hit Save.

Regulation & Compliance: we've got your back.

Imagicle provides fully compliant recording, adhering to worldwide regulations.

Imagicle Call Recording.

100% Cloud, natively integrated with Webex Calling and manageable directly from Webex Control Hub!



100% Cloud.

It records on Webex Calling Desk Phones, Webex App and Webex Go.

Unlimited storage.

On Imagicle Cloud or optional local storage at customer premise.

Record your way.

Always On or **On Demand** with Pause/Resume. Filters for internal/external, inbound/outbound.

In Control Hub

Easy configuration directly on Control Hub in any Webex Calling region w/ SSO and user sync from Webex.

From your Webex App

Access recordings from the web portal and directly on your Webex App.

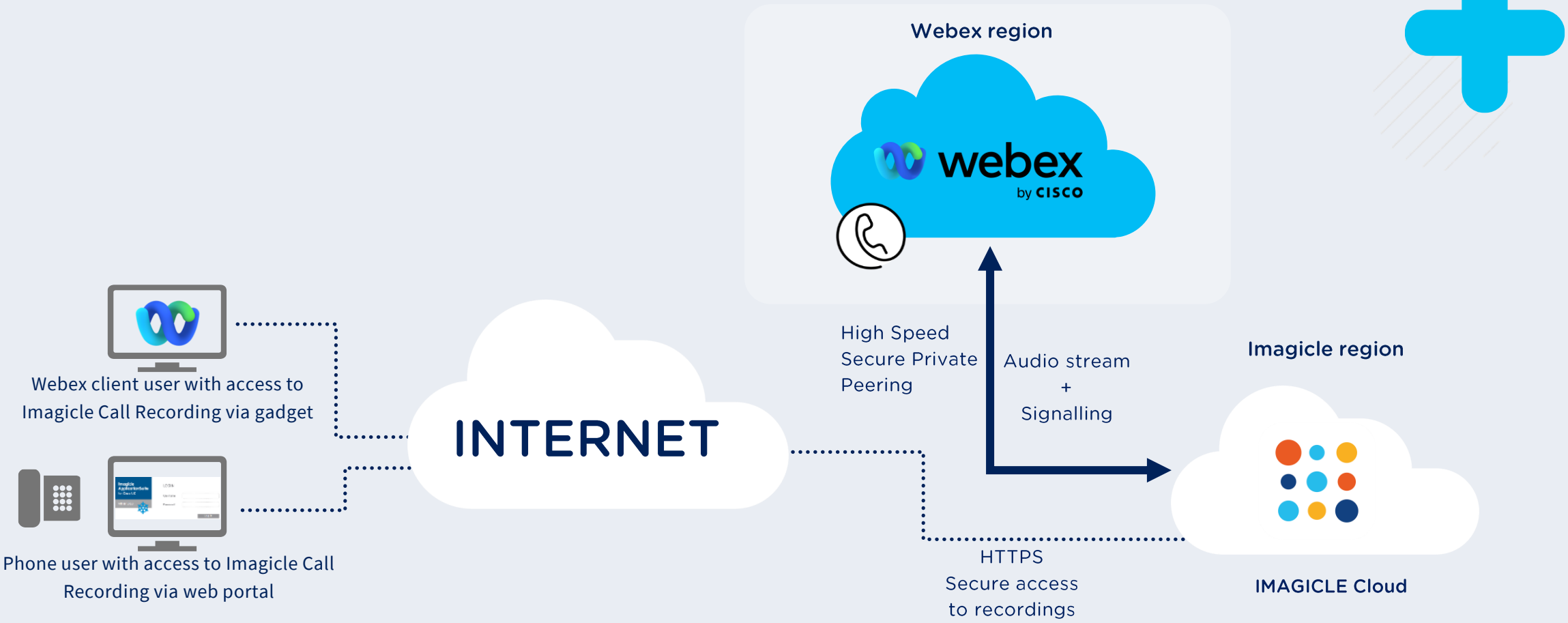
Voice Analytics and Screen Recording

Analyze insights and sentiment and to capture screen activities

Quick demo.

Imagicle Call Recording for WxC

It leverages native regional Webex DC integration with regional Imagicle DC

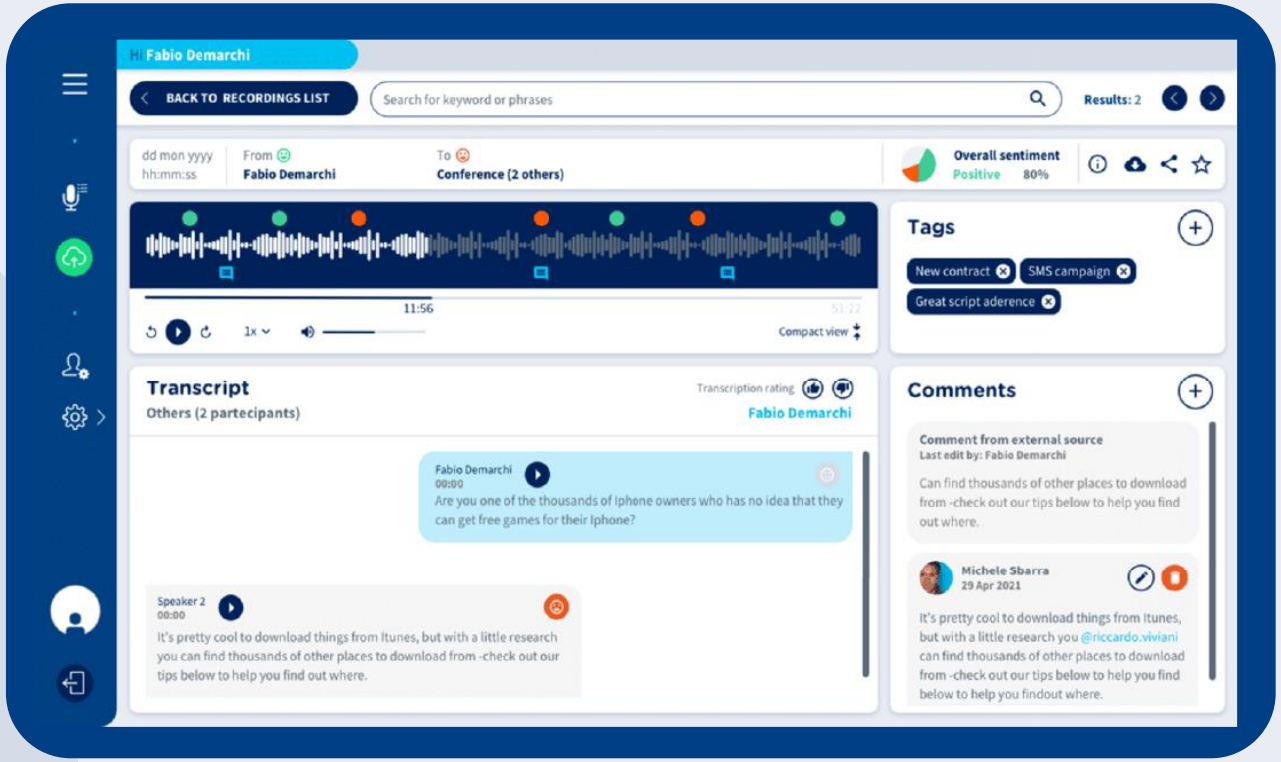


Imagicle Voice Analytics.

Get the real value out from your recordings.

AI cloud-native service to analyze recorded audio calls and provide insights on transcripts and sentiment analysis.

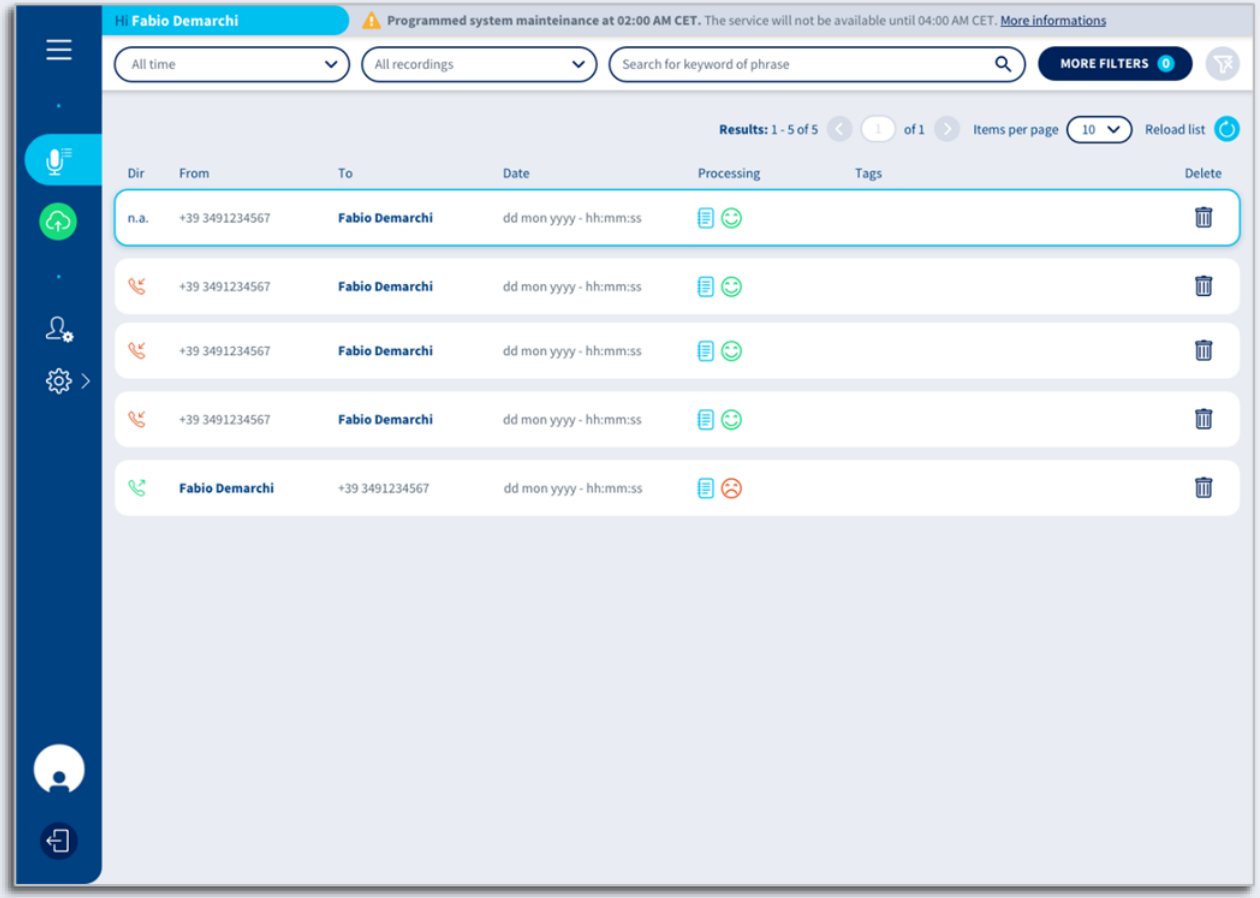
- Automatic upload of recordings from the Imagicle UCX Suite or manual upload of old recordings
- Available for Imagicle Call Recording Cloud, On Prem or Hosted.



VIDEO

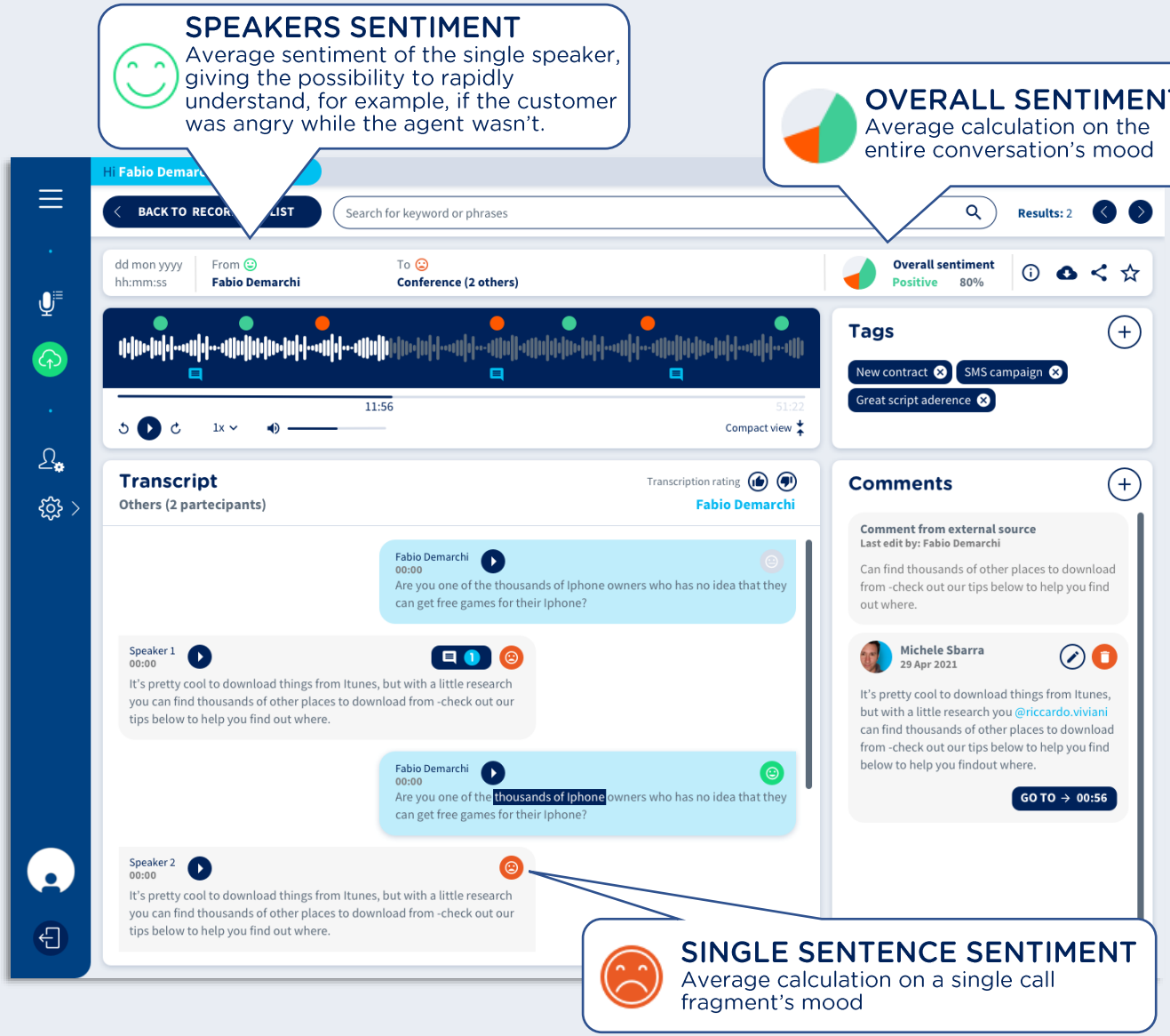
Voice Analytics Features.

- Voice Transcriptions in **6 languages**.
- Transcription **evaluation rate**.
- Calling parties **smart separation** and **ID**.
- Partial and overall **Sentiment Analysis**.
- Play **specific section**.
- Power search **for keyword and sentences** within recordings.
- Automatic or manual **recording upload from the UC On-Prem/Cloud Suite**.
- Compatible with Cloud Connected **On-Prem/Hosted** UCX Suite and with UCX Cloud Suite.
- **Independent** from calling platform.
- **Different user profiles**, to access personal recordings only or for a group of users.



Transcripts and Sentiment Analysis with Rich player.

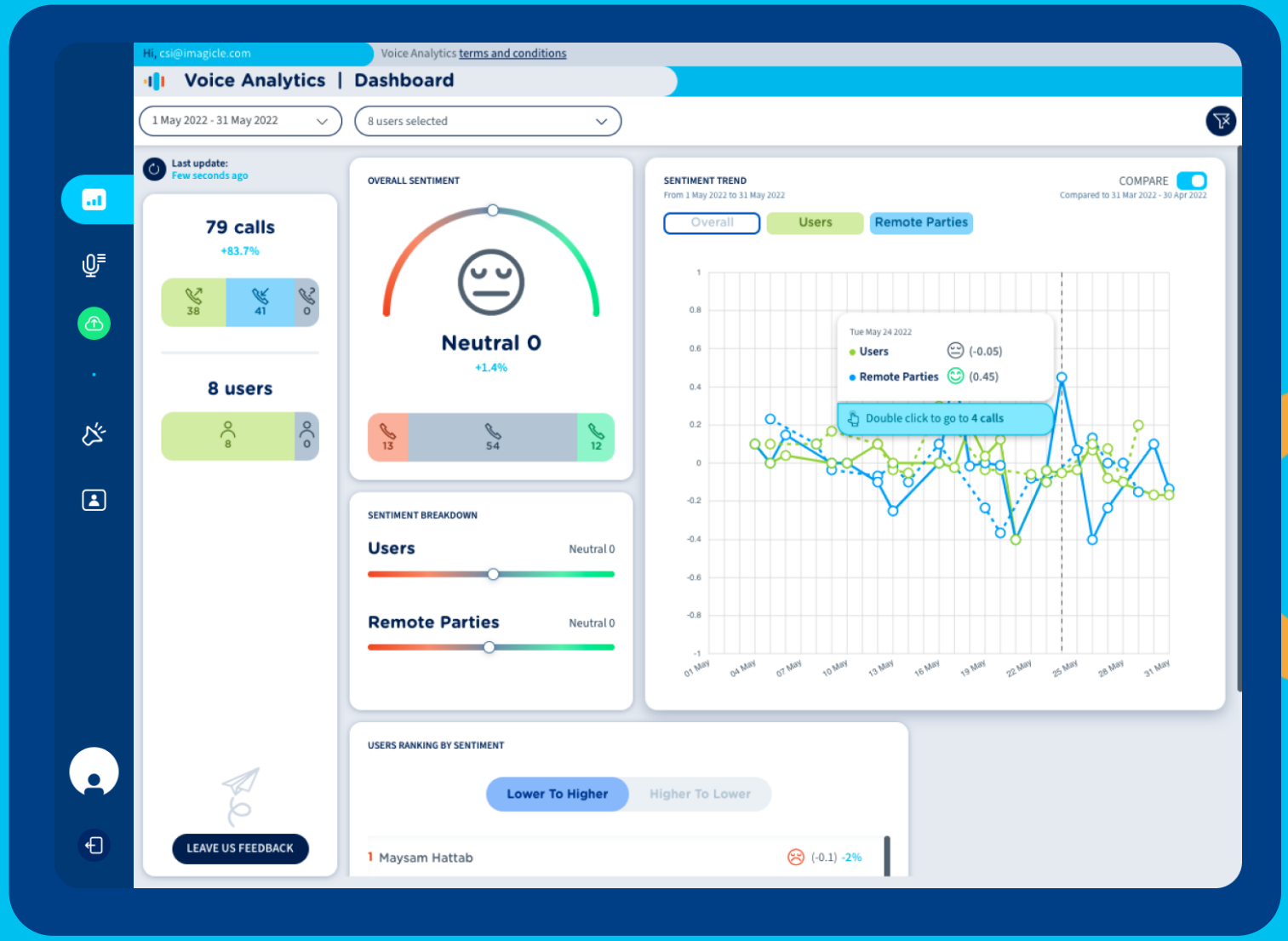
- The recording is **transcribed into text**, keeping local/remote party separated.
- You can replay **the whole recording** or just **the single participant leg**.
- Voice Analytics automatically evaluates the **mood of both parties** and shows relevant emoticons at overall and single sentence level.
- You can add keywords/sentences **tags** to each recording, to quickly identify multiple recordings including same tags.



A comprehensive dashboard.

The tool supervisors were waiting for.

- Full set of widgets to analyze conversations.
- Filtered by a specific timeframe and group of users.
- Call list, overall sentiment, sentiment trends and breakdown.



Imagicle Screen Recording.

Call Recording add-on to capture your agents' on-screen activities during call recording and replay the entire customer interaction.

Unlock agent insights

Get **100% of interaction** and visibility**, monitor remote agents'** behaviour and **resolve queries or disputes.**

Increase agent performance

Review and improve business processes and **provide on-demand training** for any agents.

Ensure PCI-DSS compliance

It support **screen masking** to blank sensitive information and **file encryption**.

Improve experience

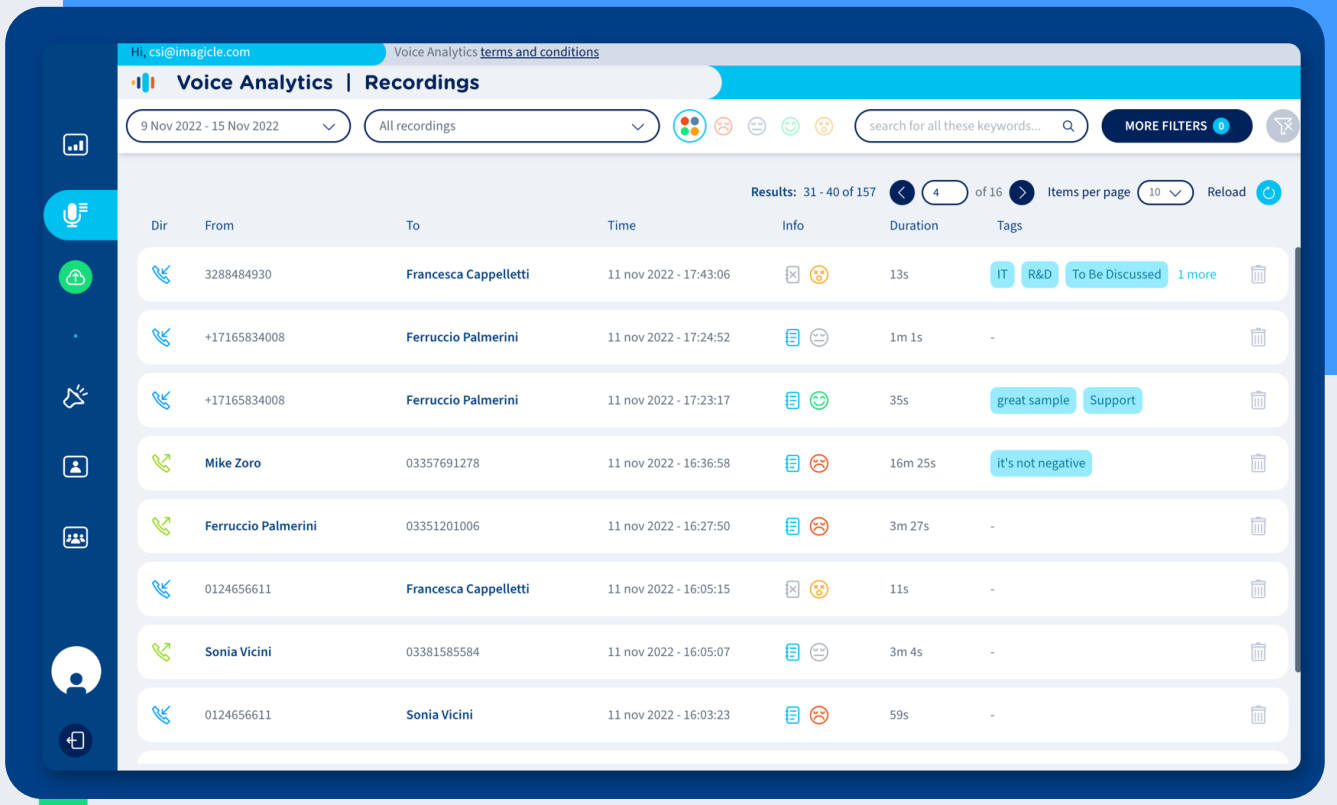
With the Screen Recording support, Imagicle can enhance the experience of either Calling and Contact Center customers.

Better Together!

Call + Screen Recording + Voice Analytics.

Analyse insight of call recording while playing the related screen recording directly inside Imagicle Voice Analytics, getting the real power of conversation analysis.

- **Unified Play** call and screen recording and get an accurate analysis;
- Get insight, transcriptions and check what's happened on the agents' screen.



Voice Analytics. Better with or without?

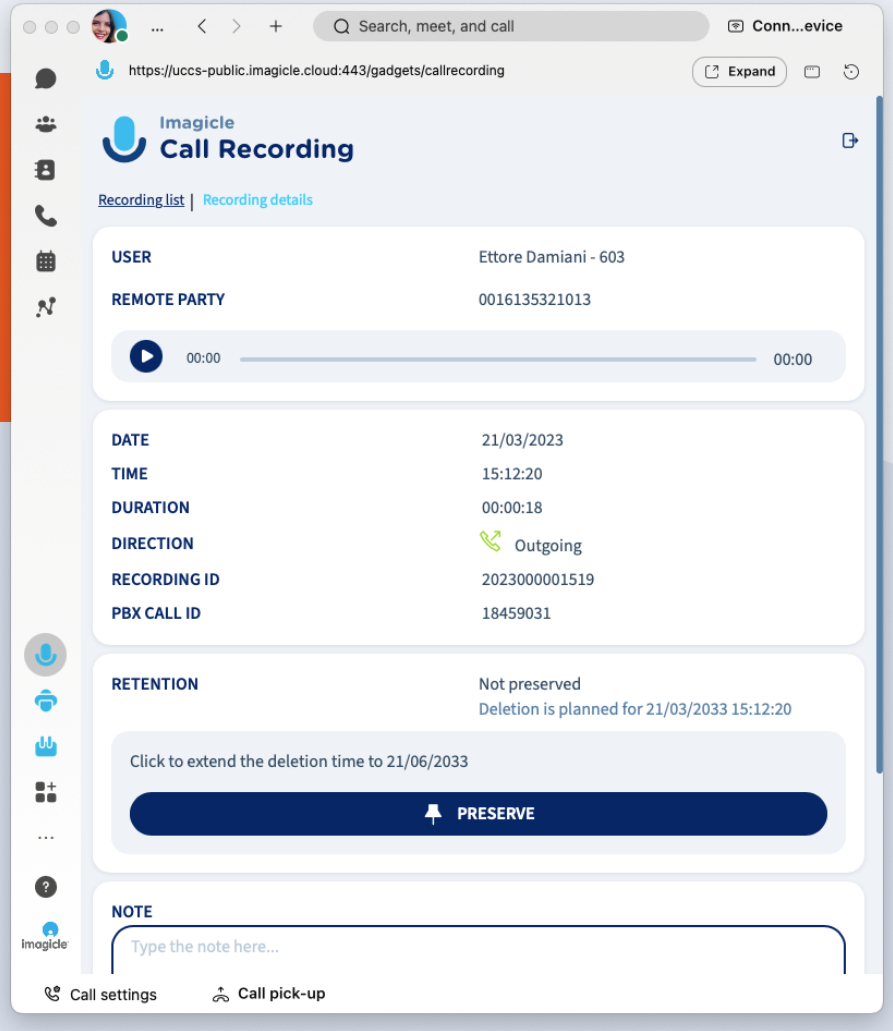
Quick comparison between having the Imagicle Voice Analytics onboard or just Call Recording.

Unified search & play and analysis transcription are the most impacted.

	Unified Search	Unified Play	Transcription & Sentiment analysis
	✓	✗	✗
	✓	✓	✓

A cooperative credit unions.

Cloud compliance Call Recording only for PSTN calls.



Who

A cooperative built by credit unions - providing services & solutions so CUs can focus on their communities

- 250+ employees
- CUCM on-prem

Challenges

- Moving Webex Calling
- Respect privacy and be compliant with data security regulations
- **Record ONLY PSTN calls**

Solution

- Imagicle Cloud Call Recording to record calls and provide analytics with transcription, sentiment analysis, and reporting

Results

- 100% PSTN voice inbound/outbound calls recorded
- Unlimited storage from the Imagicle Cloud with no additional costs
- Users love the easy access to their recording directly from Webex

Imagicle vs Dubber

QUICK COMPARISON

Imagicle Compliance Recording **is the most flexible solution** in market with an offer based on Call Recording foundation plus **Screen Recording** add-on, available **Cloud** or **On Premises**.

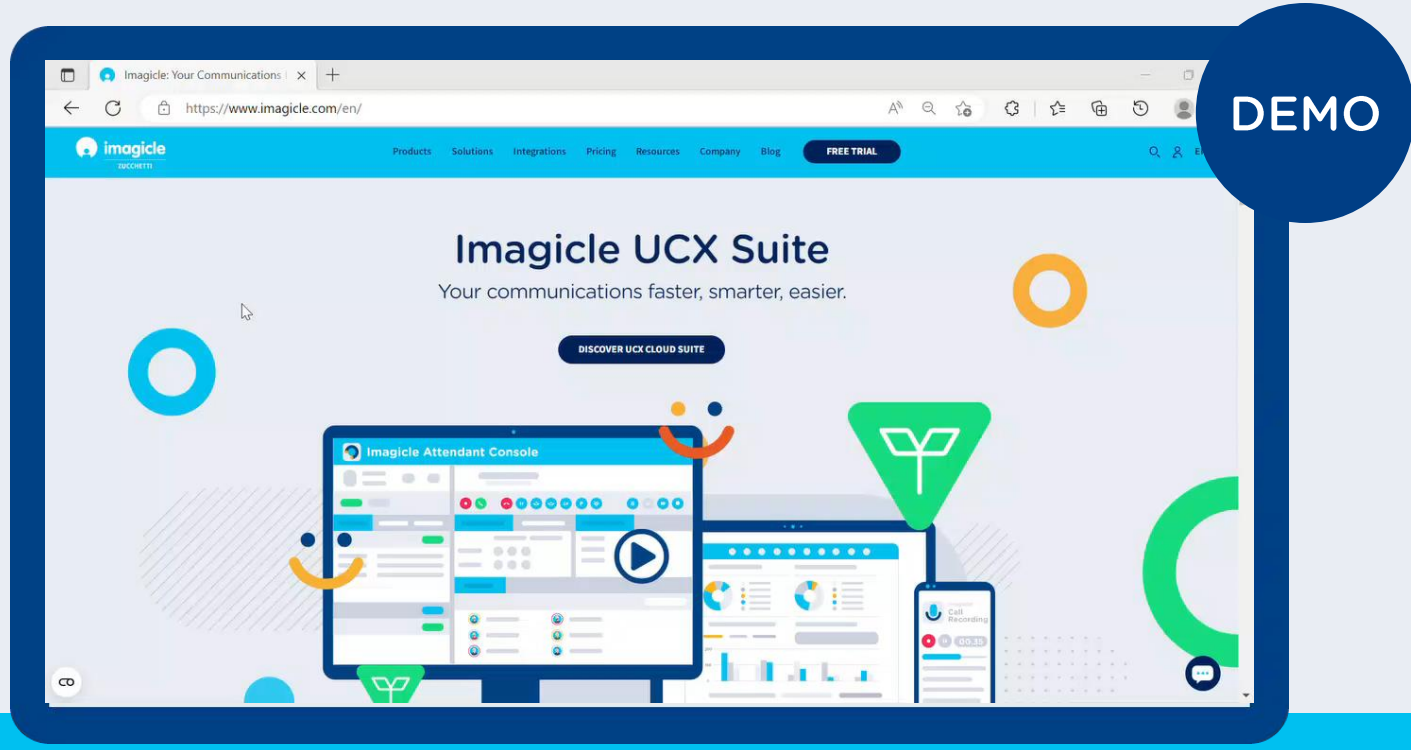
Voice Analytics is a Cloud add-on to provide **rich transcription** and **sentiment analysis**.

Imagicle can be licensed **per user** or **per channel**, more competitive when a lot of users need to record few calls.

	imagicle®	dubber
Webex Single-Sign On	✓	✗
User sync from Webex	✓	✗
Screen Recording	✓	✗
Integrated in Webex App Desktop	✓	✗
Licensing per concurrent channel	✓	✗
Recording of specific calls with blacklist option	✓	✗
On Prem storage option available	✓	✗
Cisco UCM native integration	✓	✗*

* Requires Cisco CUBE proxy with a dedicated session license per each concurrent recording

imagicle
ZUCCHETTI



Getting the support you need

Access the Imagicle Support Portal to get the assistance you deserve.

GO TO SUPPORT PORTAL

1. Sign or Log into your partner/customer area

2. Open a ticket clicking on the relative button

3. Fill Out the form some basic info to go ahead

Imagicle Support. Hassle free!

Imagicle Care Services are designed to exceed your expectations. Latest software updates and friendly professionals for great 2nd and 3rd level tech support, with the coverage you need.

Imagicle Care Services provide you with

- **Excellent tech support**
  - web, email, chat, phone
  - Proactive Support
  - Expert Guidance
  - in 7 languages
  - in your local time zone
  - Different SLAs
- **Software enhancements**
- **Security updates**

DISCOVER MORE

BASIC	GOLD	PLATINUM
biz hours 2dd SLA	extended time 60' SLA	24/7/365 60' SLA
+39 0584 943232	+971 436 05197	+1 305 5013030

FAQ about Cisco Customers Support

Q: If a customer/partner doesn't have an account to open a ticket, does he/she have just to register on the website?

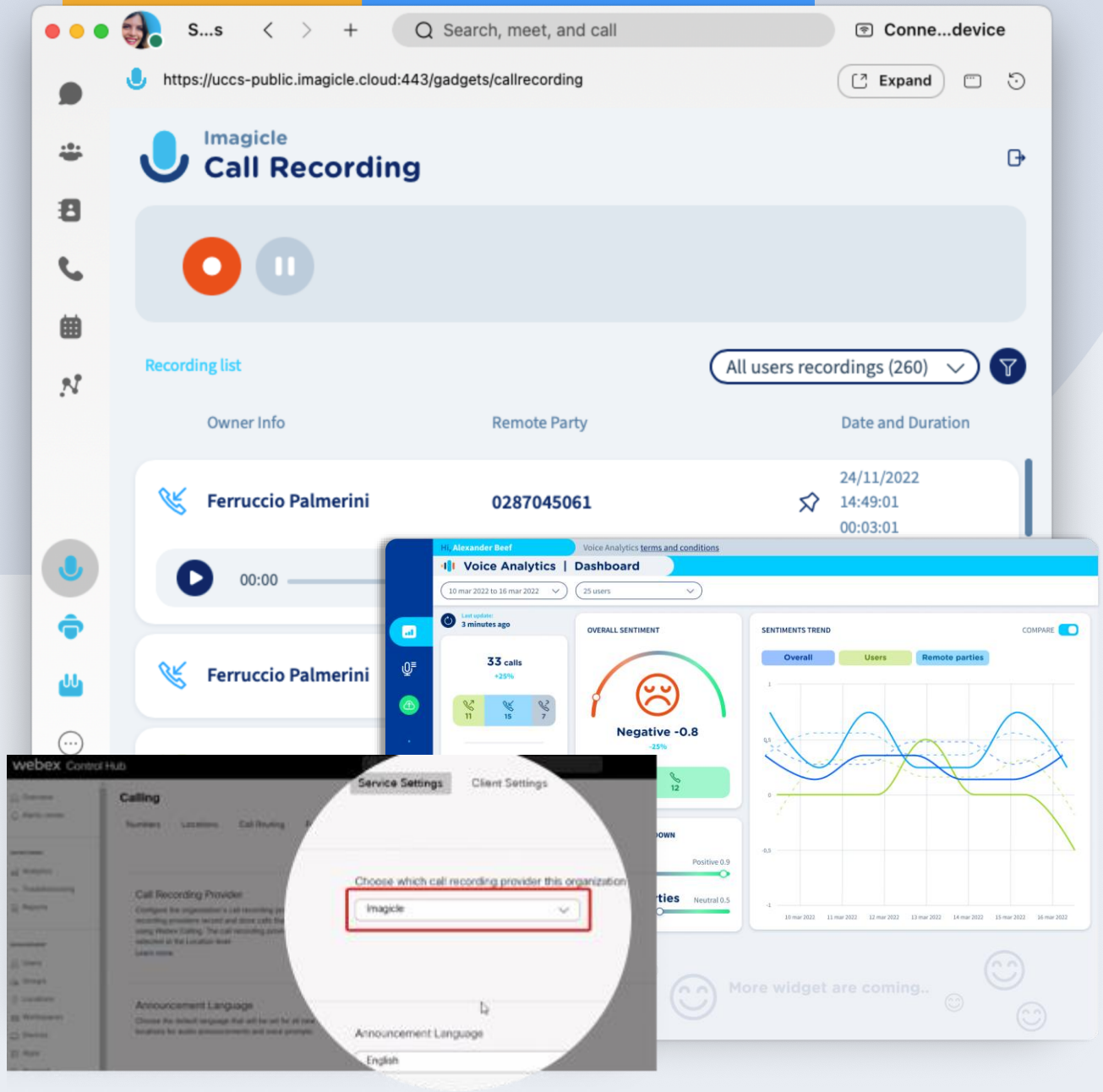
Exactly, Imagicle has provided all customers and partners with the possibility to register to the Support Portal in the easiest way possible. A few clicks and the Support Team will be ready to help you solve any issue you may have.

Q: Can Cisco Folks open a support ticket in case of an issue with the onboarding of a customer?

A: **No, Imagicle Support Portal doesn't provide Cisco folks with a generic Cisco account.**
Cisco Customers can follow the simple path described so far.

Q: In case the ticket is opened by the customers or by the partners, is there a way to update Cisco about the status?

A: The Support Portal does not send automatic notifications to Cisco but: Cisco customer can put Cisco folks in CC while replying to the e-mail threads previously opened or Cisco can send an e-mail to support@imagicle.com specifying Customer Name, Product , License Type



Let's kickoff a free POC

1 **REQUEST A POC**

1. Follow the link above. click on the "**GET STARTED"** button. You'll be redirected to a landing page where you have to select "Activate a trial" and enter your data.
2. You'll be provided with instructions to **authorize** Imagicle applications
3. You will then receive the instructions to access your instance
4. You can start testing your Call Recording.

Once the PoC is proven to be successful, your Call Recording will automatically go into production after the purchase order!

The Imagicle Team is ready to help you: email us at presales@imagicle.com or join the Ask Imagicle Webex Room at this link: https://eurl.io/#PyG36AcVX