



1. Call is made from PSTN user to Agent.
2. As soon as call is answered by Agent, sending and receiving stream is sent to the Zoom CallRec Server.
3. Remote Monitoring phone calls into Remote Monitoring application and selects to monitor agent.
4. UCCX tells CAD to capture RTP streams of current call copying the original 2 streams of the call plus the duplicated streams being sent to the Zoom CallRec server.
5. CAD sends the four streams to the UCCX server.
6. UCCX merges the streams and plays them to the monitoring phone in the current RTP stream that is setup with the monitoring phone.