

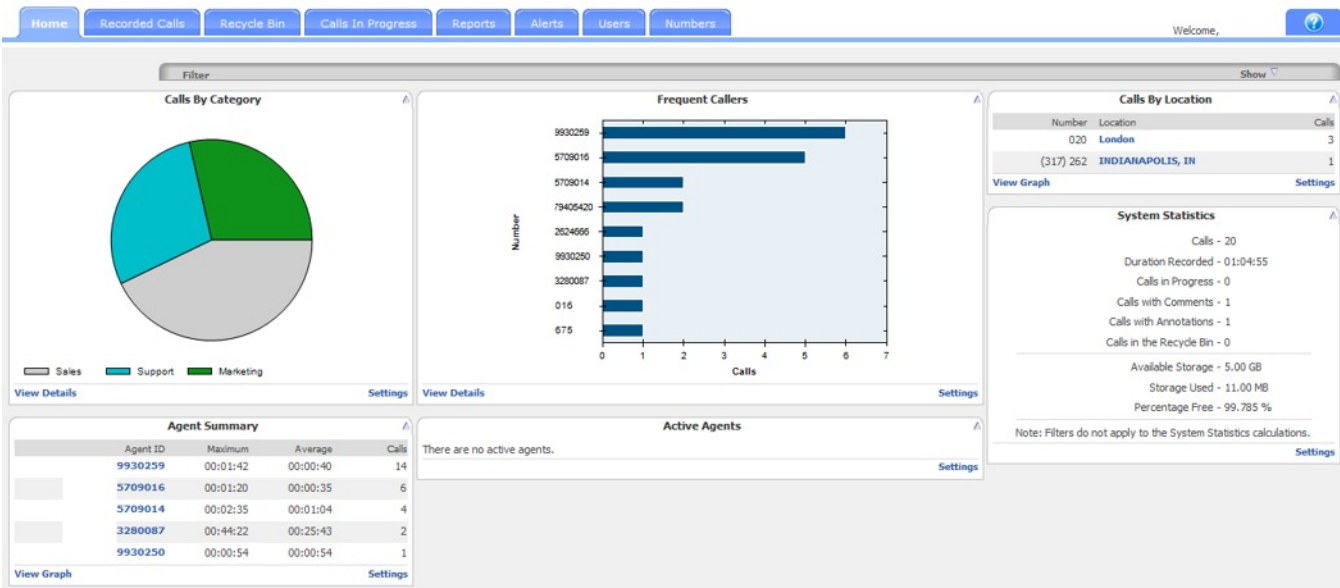
# Call Recording

## Call Recording Made Easy Call Recording



Hosted Voice makes Call Recording easy and feature rich, providing the ability to **record calls in real-time, control storage of recordings and use powerful tools** to get the most out of communications. Whether Call Recording is required for high volume call handlers that have an obligation to record calls, companies that want to monitor and improve call handling and campaigns or light users that wish to record calls on an ad hoc basis, Titan Hosted Voice Call Recording provides the technology and packaging.

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## Overview

Hosted Voice Call Recording is a Hosted Application that **seamlessly integrates with our Hosted Voice and SIP Trunking.**

Hosted Voice Call Recording provides a wealth of features, 30 day storage as standard with the option to upgrade to enhanced PCI Compliant storage for recordings up to 180 days.

After Call Recording has been easily provisioned, Administrators and End Users can access an **intuitive and powerful Portal that provides real-time access to recordings, monitoring, reports and alerts.** These recordings can be securely downloaded via the portal or via the archive tool.

## Call Recording

### Feature Highlights

- **Dashboard** - Summarized recorded calls are displayed on the landing page dashboard. This offers the user a useful overview of all their recorded call traffic as well as important system statistics such as **Calls By Category, Frequent Callers, Call By Location, Agent Summary, Storage Stats etc.**
- **Real Time Monitoring** - Users have the ability to monitor and listen in on calls in progress. This feature is particularly useful for training, order verification, client time-logging or when unusual usage has been detected.
- **Recorded Calls** - Recorded calls are dynamically displayed with features and options available such as embedded **Recording Playback standard media players such as Windows Media Player® or Quicktime®, Download and Export features, Email Recordings and CRM Integration.**

Results Per Page: 100 | Delete | Download | Export | Export All | (No Category) | Apply Category | Manage Categories | CRM Client Settings | Select Columns

20 Recorded Calls															
<input type="checkbox"/>	Number	Day	Date	Time	From Number	From Caller ID	To Number	Redirected From	Duration	Recording	Annotate	CRM	Email	Comments	Category
<input type="checkbox"/>	9930259	Tue	27/07/2010	17:10:55	9930259	Chris	0800123456		00:00:06						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	17:10:00	9930259	Chris	0800123456		00:00:09						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	16:28:59	9930259	Chris	08702411409		00:21:25						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	10:41:27	9930259	Chris	9930251		00:00:56						Sales

- **Download Calls** - Users have the ability to **download batches or multiple recorded calls as a zipped file** from the Recorded Calls and Recycle Bin tabs. This is useful in instances where you need to send a batch of recorded calls to another person or want to save them for future reference.
- **Archive Tool** - The Archive Tool allows users to **archive call recordings to ISO** images. These image files can be burned to CD/DVD at the convenience of the user.
- **Annotation** - The user has the ability to playback calls and **place markers in the call with text comments** as well as to upload documents associated with a particular recorded call. When reviewing a call, IP call recording allows you to go straight to the comments that you need to review.
- **CRM Integration** - CRM allows you to connect with a CRM application such as Sugar and Salesforce.com to **upload recorded call files to specific contacts in the CRM application.**
- **Comments** - The user has the ability to place text comments on specific calls. This is useful in situations where a reference number, case number or name must be associated with recorded calls.
- **Categories** - Categories allow the user to create their own **user-defined categories and associate them with recorded calls.** For example calls can be categorized into 'Sales', 'Marketing' and 'Support' etc. Critical for associating marketing campaigns and in contact center situations.

## Call Recording

Duration	Recording	Annotate	CRM	Email	Comments	Category
00:26:29						(No Category)
00:00:56						Sales
00:01:42						Marketing
00:01:27						Support

- Selective Call Recording** – Administrators and users are able to **determine which calls they want to record by setting recording preferences** for each Number. For example:
  - Record only those calls concerning particular telephone or account numbers
  - Record only during certain times of the day and/or on particular days of the week
  - Specify and record only a percentage of inbound and outbound calls
- On Demand Call Recording** – On Demand Call Recording allows Users to configure a DTMF sequence to **only record calls when a DTMF sequence is dialed** during a call. This powerful feature allows users to decide to record at any time during the call and the whole call is recorded.

Only Record Calls With DTMF Sequence

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Only Record Calls From Caller ID:

Only Record Calls To Caller ID:

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Percent of calls to record

Inbound:

Outbound:

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Record Start Time:  ...

Record End Time:  ...

Time Zone: (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London ▾

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Days of week to record

Sunday:  Monday:  Tuesday:  Wednesday:  Thursday:  Friday:  Saturday:

## Call Recording

### Packaging and Storage

Our Hosted Voice Call Recording is available to all Hosted IP Voice and SIP Trunking Users. There are two Feature Packs available to enable call recording:

- **Call Recording HIPT** (30 days fair usage storage for Hosted IP Centrex)
- **Call Recording SIPT** (30 days fair usage storage for SIP Trunking)

These packages provide full access to the Call Recording features and portal along with a 30 day free rolling fair usage storage allocation per User.

To comply with the FSA180 retention requirement or similar, Call Recording storage is available. This changes the service from free 30 day storage to a 180 day pay as you grow storage model:

- **Call Recording Storage** (180 days storage for Users with Call Recording)

### What Calls are recorded?

Call Recording can be assigned to any Hosted IP Centrex or SIP Trunking Users. For calls to be recorded the User must have a DDI Telephone Number assigned to them. Call Recording cannot be assigned to Group Features such as Hunt Groups or Auto Attendants.

IP Centrex or SIP Trunking Users that have a DDI and Call Recording assigned can record all calls – extension to extension, PSTN to DDI, DDI to PSTN etc, use On Demand Call Recording, or specify criteria for Selective Recording.

### PCI Compliance

The call recorder provides PCI DSS compliance. PCI DSS requirement 3.2 stipulates that card validation codes and values must not be stored other than for transaction authorisation. The call recorder therefore provides the facility to pause and restart recordings using DTMF codes entered by the agent during the call. When credit card data is about to be given the agent keys a code into their handset. The recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

Storage also meets PCI DSS and other regulatory standards. All recorded calls are encrypted and marked with a digital fingerprint. The encryption algorithm used is AES-256 (Rijndael). Encryption is applied at call termination prior to writing the call to online storage. The digital fingerprint uses a MD5 signature applied prior to encryption. The signature is used to verify the integrity of a call presented for playback. Tampering can therefore be identified and the use of MD5 is considered appropriate for allowing recordings to be used as legally admissible evidence.

### Availability

For further information about the call recording product and the ordering process please contact your account manager.