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Voice Recording User

Description

Voice Recording User is an add-on User application which will allow a User's calls to be recorded and stored in a secure cloud environment. The Voice Recording User add-on can be added to all 3 User license types; Functional, Fixed and Mobile.

A Voice Recording User will have their recordings stored for either 30 days or 180 days, depending on what policy has been set-up on the initial order form.

Function

Voice Recording provides a business with a User level recording function and allows calls to be recorded in real-time either proactively or reactively, in accordance with 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 and the recording pauses. When the credit card details have been completed the agent re-enters the code to restart recording.

SIPT users using "Always" will work for external PSTN calls, but not for internal calls between PBX users that do not pass through the WHC platform. For SIPT users, the other three variants "Always with Pause/Resume", "On Demand", "On Demand with User Initiated Start" are dependent on PBX support as codes may not be passed through to the WHC platform by the PBX (see PBX config guide for details). These variants can however be controlled via the BP.

Configuration/Operation

Voice Recording is turned on/off for Users from the Business Portal by a CP or Company Administrator. Once enabled a User has the ability to configure their recording options and directly access their own recordings. Likewise a Company Administrator has access to these recordings and a lot more functionality.

For guidance on how to download, install, configure and use this application please refer to the Voice recording application user guide (https://kb.ic.uk/article/voice-recording-application-user-guide-233.html) .

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