

## BtL Call Recording

BtL can provide cost effective call recording solutions for companies requiring secure, accurate and clear records of their communications, be it for critical evidence, complying with legal or company legislation, to protect against fraud, a reliable and cost effective call recording solution is essential.



Businesses now have the ability to record calls without the expense of installing costly on site call recording equipment. BtL call recording is provided as a web based, hosted service, charged on a monthly basis per extension. The service records all incoming and outgoing calls from SIP Trunk and BtL HIPT users. Call recordings can then be accessed from a secure hosted database, and subsequently downloaded onto on site storage if required.

### Types of BtL Call Recording

#### **Total recording**

Compliant with relevant standards, this service records all communications ensuring that there is an ability to investigate any complaint or incident. Used for emergency services and financial services/trading rooms where it is critical to have a record of all communication for future investigation or disclosure.

#### **Selective recording**

This is an automated recording service based on pre-defined rules within the system, delivering a sample of calls for evaluation and measurement purposes where total recording is judged unnecessary.

#### Features

- Fully web based for easy access from anywhere and at anytime
- Supports an unlimited number of sites or extensions
- Search for calls against range of criteria such as CLI, agent ID, date etc
- Export to .wav for offline analysis or emailing
- Live acquire feature enables instant monitoring of agents
- Annotation of calls allows authorized users to add notes and info against any call
- Query generator enables the creation of unlimited number of customer reports
- Advanced report scheduler, automatically sends reports to an email address, printer etc
- Near real time monitoring and alerting
- ASP.NET technology to conform to company security policies.

#### Benefits

- No requirement for upfront capital costs for infrastructure
- No costs or management overhead to upgrade equipment with latest software releases or hardware upgrades
- No overhead for IT support
- Customer has full control via web interface to:
  - Identify which extensions to record
  - Define who has access to recorded calls
  - Access all recorded calls
  - Store recorded calls on BtL hosted storage for up to max 3 months.



## Regulations

Voice recordings are stored in a secure authenticated format that cannot be manipulated or altered, ensuring compliance with FSA regulations. The technology does not permit referencing or searching against payment card details. It also has security and access protection to the standards required by the PCI DSS.

BtL call recording systems are capable of complying with FSA and PCI DSS requirements, however it is important to note that regulatory compliance is dependent not only on the systems but also on the processes and procedures in place. It is therefore important that customers assume responsibility for adhering to these regulations. The requirements of all relevant legislation must be complied with. The main ones are:

- Regulation of Investigatory Powers Act 2000 ("RIPA")
- Telecommunications (Lawful Business Practice)(Interception of Communications) Regulations 2000 ("LBP Regulations")
- Data Protection Act 1998
- Telecommunications (Data Protection and Privacy) Regulations 1999
- Human Rights Act 1998

Recording need	Operational issue
Dispute verification	Dependency on accuracy of verbal communication
Evidential disclosure	Criticality of caller info, threatening or abusive callers
Decision support and liability protection	Resolving disputes
Improved customer satisfaction	Poor customer service
Assessment of quality	Cost reduction and agent retention
Business improvement	Improving operational performance and effectiveness