

Call Recording Platform

The Uboss Call Recording component includes combining Call Logs and Recorded Calls, Enhanced Security and Automatic Upload or Archive

SECURITY ENANCEMENTS

Uboss offers advanced security when downloading call recordings to be saved and played locally. Each call recording is given a security level which can be low, medium, high or very high. The security level assigned to the recorded call is based on what is set for the corresponding user, which may be assigned directly or cascaded down from the business level.

The default security level is set at the business level in the Call Recording Group service, as illustrated below.

Instance Name

Description

Charge Department

Call Recording Security

This level can be overridden for a specific user through the Call Recording User Service, as shown below;



CALL RECORDINGS

Call Recording Security

Keep Recorded Calls

Record Call

Play Call Recording Start/Stop Announcement

Pause/Resume Notification

Recording Notification

PLEASE NOTE that all users are able to playback and save their own recorded calls, the security level only applies when downloading calls for another user.

A Bulk Service Configuration option is available in order to change the security policy for multiple users simultaneously, as shown below. As is the case with all bulk service configuration pages, specific users can be selected from the list, or the checkbox in the column header will select all users.

 EDIT : CHRIS TUTT

GENERAL

ROLE

TICKET

MESSAGING PREFERENCES

Email

Password

Phone Numbers

Time Zone

Photo No file Chosen

Display Name

Confirm Password

Call Recording Security

To offer a typical security policy for a business, the default security level (at the business level) could be Medium, but users within the management team may have a security level of High while the CEO has a security level of Very High. All portal users would then have a security level of Medium meaning all recorded calls other than those for executives are available to download. Perhaps the business administrator has a security level of High meaning calls for executive users are also available for playback, but nobody is able to listen to or save the CEO's recorded calls

COMBINED CALL LOGS

We have combined the call logger with recorded calls for ease of use and to combine disparate data for a more complete overview, for example being able to easily see the call cost for a recorded call. When displaying the call log, Uboss will ensure that any calls that have a call recording security level that is higher than that for the logged in user are displayed in the call log, but the buttons to play or save the file are disabled, as illustrated below. These buttons will also be hidden if the call wasn't recorded.

Internal Calls
 External Calls
 Missed Calls

Only show recorded calls

Note : 1. Due to rounding calculation, figures in this report might vary slightly from the invoice value.
 2. To optimise the view of this page, please make sure your browser zoom is set at 100%.

Total Call Durations: 8:09:38 (162 Calls)

Export as

☰	SITE	ORIGINATING	DESTINATION	TYPE	CALLDATETIME	CHARGE CODE	CALL(SEC)-DATA(MB)-SMS	TOTAL COST(P)	RETENTION PERIOD END DATE	
	Croydon Q...	+447919594395	+442082881247	HostIn	02-Aug-2016 13:58:11	UK-In-Geographic	6	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+442087634505	+442082881234	HostIn	02-Aug-2016 13:50:49	UK-In-Geographic	80	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+448448007600	+442082881265	HostIn	02-Aug-2016 13:48:03	UK-In-Geographic	709	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+442082881267	+442082881267	HostIn	02-Aug-2016 13:45:46	-	62	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+447738220596	+441273900900	HostIn	02-Aug-2016 13:44:59	UK-In-Geographic	411	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+441444220203	+441344543754	HostOut	02-Aug-2016 13:44:53	UK-Out-01/02-National	60	1.5000	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+441444220203	+441344543954	HostOut	02-Aug-2016 13:43:54	UK-Out-01/02-National	31	1.0000	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	Unavailable	+441273900900	HostIn	02-Aug-2016 13:43:16	UK-In-Geographic	23	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+442082881265	+448448007636	HostOut	02-Aug-2016 13:42:22	UK-Out-SC008	113	18.7000	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+442082881265	+442082881265	HostIn	02-Aug-2016 13:36:37	-	176	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+442082881232	+441403288426	HostOut	02-Aug-2016 13:36:13	UK-Out-01/02-National	12	1.0000	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+441403288426	+442082881232	HostIn	02-Aug-2016 13:35:55	UK-In-Geographic	12	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+441482420150	+442082881265	HostIn	02-Aug-2016 13:33:56	UK-In-Geographic	131	-	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>
	Croydon Q...	+447919594395	+447919594395	HostOut	02-Aug-2016 13:33:48	UK-Out-SC008	-	<input type="button" value="🔊"/> <input type="button" value="📄"/>

PLEASE NOTE that the new call logger will include all calls for the past 13 months, as well as any recorded calls that have been stored past that period. For example if a call was recorded three years ago then it will be retained in the call logger, however as soon as the recording is deleted the call log will also be deleted. If the recorded call was deleted after 90 days then the call log will still be available for 13 months.

RECORDED CALL STORAGE

Uboss now provides resellers with an additional revenue stream for storage of recorded calls. All recorded calls are retained free of charge for 90 days, after which time they will be charged based on the total file size of all recorded calls, in GB.

Businesses must specify how long they wish to retain recorded calls after the first 90 days, this can be set at the business level [through the Call Recording Group service] or the user level [through the Call Recording User service].

PLEASE NOTE that the business level setting will only apply to new service assignments. The business level setting is shown below.

CALL RECORDING STORAGE

● Recorded calls will be retained free of charge for 30 day(s).

Keep Recorded Calls Indefinitely

Storage Duration

24

Day Month

Because the Call Recording Group service is mandatory [meaning it is automatically assigned as part of business creation] the default value for all new assignments is to store calls indefinitely. This should be changed before creating users to ensure the correct retention period cascades down to any user service assignments. Remember if this value is set to zero days/months then the call will be deleted after the initial 90 day retention period. Once calls are deleted they cannot be retrieved and will no longer be available for playback or download through the Uboss portal. The retention period can be overridden at the user level, as shown below.

PLEASE NOTE that changing the retention period at the user level will affect all existing recorded calls as well as new ones.

CALL RECORDINGS

Call Recording Security

Medium

Record Call

On Demand with User Initiated Start

Play Call Recording Start/Stop Announcement



Record Voice Messaging



Pause/Resume Notification

Play Announcement

Recording Notification



CALL RECORDING STORAGE

● Recorded calls will be retained free of charge for 30 day(s).

Keep Recorded Calls Indefinitely



Storage Duration

24

Day Month

As mentioned the retention period set at the user level is not updated when the business level setting is changed, therefore in order to change the retention period for existing users the Bulk Service Configuration feature should be used, as shown below.

CALL RECORDING STORAGE

GENERAL

Please note that service configuration may take 15 minutes to replicate throughout the system.

Keep Recorded Calls Indefinitely

Storage Duration

Day Month

SAVE **CANCEL**

ASSIGNED USERS

	NAME	BUSINESS SITE	USER ID	EXTENSION	PHONE NUMBER
<input checked="" type="checkbox"/>	Abin Joseph	India Office	DRDINDIA016@drd.co.uk	8335	-
<input checked="" type="checkbox"/>	Agent One	Battersea Dogs & Cats Demo	agentone@drd.co.uk	4449	-
<input checked="" type="checkbox"/>	Agent Two	Battersea Dogs & Cats Demo	agenttwo@drd.co.uk	4450	-