



daisy.

COMMUNICATIONS

# | Daisy Hosted Voice

Call Recording Service Description



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# Introduction

Daisy Hosted Voice incorporates a Call Recording Platform capable of providing a comprehensive and advanced suite of call recording capabilities.

This document describes the integration of the platform with Daisy Hosted Voice, showing in particular the additional call recording services and capabilities available to Daisy Hosted Voice users. The result of this integration is the only product that has Call Recording embedded within Daisy core network and that offers a reliable way to record all incoming, outgoing and internal Daisy Hosted Voice calls.

Call recordings are stored encrypted for security and can be easily accessed online via a call recording portal that provides a multi-level permissions-based access.

# Service Platform Overview

## Platform configuration

The Call Recording Service is delivered from a private cloud hosted across two geographically diverse sites in the UK. Each site is provisioned to accommodate the full traffic and load should one site fail, with the sites operating in Active-Active configuration.

For 24/7 operation, the business-as-usual security patching and software upgrades are orchestrated by automated systems so that systems are drain-stopped, patched and re-introduced with no down time.

## Platform Integration

The Call Recording cloud resides in Daisy's core network interconnected with Daisy Hosted Voice using Daisy's geo-resilient MPLS IP network.

Daisy will implement service routing via the Call Recording Service Platform so that in-scope calls (inbound/ outbound and internal [extension to extension]) can be configured to enable recording. The diagram below shows basic call flows:



## Call Recording consumption model

Utilising SIPREC as a standard mechanism for call recording on Daisy Hosted Voice brings with it a rich integration capability, access to metadata and ensures all of the calls that a user makes or receives on Daisy Hosted Voice will be recorded. This includes their desk phone, soft client and Connect mobile along with all inbound, outbound and internal calls (extension-to-extension) made or received on these devices.

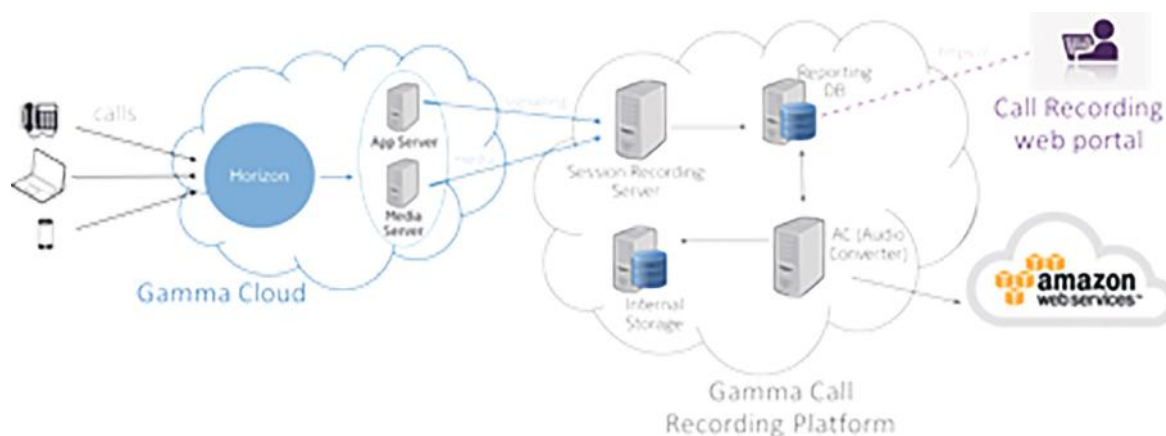
A fundamental feature is making the Call Recording User the central aspect to the service, and not a specific number. As a result, there are some things to consider when configuring the service for use:

- The need to provision Call Recording for a user to ensure all of their calls are recorded. If a user is not provisioned for call recording, their calls will not be recorded - even if they are part of a hunt group or transferred leg of a call from a user who has Call Recording provisioned. To record all of the calls for a group feature (such as Hunt Group or Auto Attendant) each user that can receive calls from that group feature needs to be provisioned with Call Recording.
- A call is recorded whilst a user with call recording is provisioned, regardless of device or Daisy Hosted Voice interface.
- Transferring or forwarding a call to a user (either on the Daisy Hosted Voice company or outside of the company) will only be recorded if the user the call is transferred to has call recording enabled.
- Calls made/received by a user through the Daisy Hosted Voice mobile client will be recorded
- Cellular calls will be recorded if the user has the Connect service enabled on their mobile
- If the user takes a call on a non-Daisy Hosted Voice mobile using Twinning or Remote Office these calls will be recorded
- Sequential Ring calls will not be recorded unless answered by a Call Recording-enabled user
- Additional bandwidth may be required as all calls are routed through the Call Recording platform, also internal calls. This is something to be considered in particular by customers upgrading from the legacy Daisy Hosted Voice recording service. Daisy recommend to perform sites survey before provisioning or upgrading to the service

# What does you call recording on Daisy Hosted Voice look like?

Call Recording on Daisy Hosted Voice is a secure and compliant business call recording, custom built for Daisy Hosted Voice and managed via a web portal with multi-level permissions-based access. Embedded within Daisy core network and telephony services, it allows recording of all phone calls as well as conference calls, via any device and as needed (Always On or On Demand recording).

The below diagram shows a high level overview of how Call Recording on Daisy Hosted Voice works:



- Calls are recorded using the SIPREC protocol. Recording enabled and performed at user level, not at number/CLI level
- The actual call does not pass through the call recording service, instead a tap (SIPREC) branches the call (SIPREC meta data and media) to Daisy's Call Recording platform
- Media and meta data are captured by the Session Recording Server. Files are then processed and encrypted by the Audio Converter before getting stored
- Encrypted files are stored both in the cloud (AWS) and locally (for a shorter period). In both cases files are never stored for longer than the customer-selected retention period
- Recordings are automatically deleted at the end of their retention period
- Recordings can be accessed via the Call Recording web portal by authenticated and permitted users only

# Subscription and Features

The subscription 'Business Call Recording' allows enabling Call Recording on Daisy Hosted Voice. It is a bolt-on that can be assigned to a user with an active Daisy Hosted Voice subscription.

Business Call Recording is a monthly subscription providing access to all Call Recording features and capabilities, as well as to a choice of retention periods.

## Retention Periods

The retention period is the length of time call recordings will be stored in the cloud for, starting from the day of the call. During this period, call recordings can be accessed via the web portal only by users who have access to the recordings.

The retention periods available for Business Call Recording subscriptions are:

- 3 months
- 6 months
- 12 months
- 24 months
- 36 months

NB: the retention period applies at Daisy Hosted Voice company level, all Business Call Recording subscriptions of a Daisy Hosted Voice company shall have the same retention period

Once Business Call Recording is enabled with a certain retention period, this retention period shall apply to all calls made/received by the Call Recording-enabled user in that month.

Once a recording is created and stored in the cloud, it will be accessible via the web portal until it gets automatically deleted at the end of the customer-selected retention period.

It is not possible to manually delete call recordings.

It is possible to delete users. A user deleted from the Call Recording portal by the Global User will not have access anymore to their recordings. However, the recordings of a deleted user will be still accessible until the end of their retention period by other users who have access to them.

Removing a user from Daisy Hosted Voice does not affect their recordings.

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## Features

Feature	Description / Business Benefits
<b>Reliable, network-based recording</b>	Calls and voicemails are recorded in the network and are not dependent on an app or on a device, providing a robust solution
<b>Cloud solution</b>	There is no hardware to install onsite, all calls are available through a single hosted web portal
<b>Secure storage</b>	Call recordings are encrypted with AES-256 bit encryption before they are stored
<b>BS10008 Compliant</b>	Customers' recordings are admissible in a UK court of law.
<b>Evidential Integrity of Recordings</b>	
<b>Configurable access controls</b>	Multi-level permissions-based access to the Call Recording portal, configurable by the Global User
<b>Multiple retention periods</b>	Multiple retentions available for the recordings and no hidden costs so easy for business to calculate outgoings
<b>Auto-deletion at end of retention period</b>	Call recordings are automatically deleted at the end of the customer-selected retention period (complying to GDPR)
<b>Record all calls, from any device</b>	All Daisy Hosted Voice calls are recorded: inbound and outbound, including internal calls (ext. to ext.) and mobile calls if the user is on Connect. Regardless of the device or soft client used
<b>Multiple Call Recording modes</b>	From Always ON to On Demand recording, multiple modes are available and can be set at user-level
<b>Playback call in browser</b>	Fast call playback in all major browsers, with adjustable speeds and no need to install plugins
<b>Download call in browser</b>	Easy access to download a call recording in MP3 format
<b>Search</b>	Powerful and configurable fast searching across all recordings
<b>View details</b>	Access to all metadata related to the recording
<b>User-level controls</b>	Call recording indicator and controls (pause/resume/start/stop recording) are available on devices or soft clients
<b>Single sign-on (SSO)</b>	SSO across Call Recording Portal and Daisy Portal to facilitate 3rd party support. This feature is available only to Support Users

## Call Recording Modes

The 'Business Call Recording' subscription provides users with five available call recording modes:

- **Always:** all calls are automatically recorded without the user taking any action. For all calls that the user originates/receives/joins, the Call Recording service makes sure that the audio for these calls are recorded and saved to the Call Recording platform.
- **Pause/Resume:** all calls are automatically recorded, however the call recording user has the ability to pause and then resume the recording using Feature Access Codes (FACs) or call recording controls where supported. Please note that users can choose to play nothing, a beep or an announcement for when Pause/Resume has been activated.
- **On Demand with User Initiated Start:** the recording of the call is not started until the user starts recording the call using the \*44 FAC or call recording controls where supported. Once the call is being recorded, the pause/resume and stop functionalities become available. The user can stop the recording with either the \*45 FAC or the appropriate call recording softkey. This mode allows the user to stop and start recording multiple times on a single call.
- **On Demand:** all calls are recorded from the beginning, but only the recordings of those calls that the user triggers with a FAC (\*44) or with a call recording controls are kept by the platform. Once a call recording has been marked as kept, the pause/resume functionality becomes active. Recording can be paused or resumed. (please note that this mode will not be available during the product's Early Release, will be available for General Release)
- **Never:** none of user's calls will be recorded

The Call Recording modes are configurable per user in the 'Business Call Recording' tab of the Call Setup section of the Daisy Hosted Voice portal, as shown below.

**Business Call Recording**

**Call Recording**

☐ Always  
☒ Pause/Resume  
☐ On Demand with User Initiated Start  
☐ Never  
☐ Play Call Recording Start/Stop Announcement  
☒ Record Voicemail

**Pause/Resume Notification Settings**

☒ Play nothing on Pause/Resume  
☐ Play a beep on Pause/Resume  
☐ Play an announcement on Pause/Resume

**Call Recording Administrator Settings**

☐ Call Recording Administrator

Figure 1 Business Call Recording settings in the Daisy Hosted Voice portal

### User notifications about their calls being recorded

From a GDPR perspective all participants in a call need to be informed that their call may be recorded. This can be achieved via an automated announcement or via the user whose calls are recorded informing the third party(s) that this call may be recorded.

Please note that by default the option 'Play Call Recording Start/Stop Announcement' shown in Figure 1 is not enabled. If a user has 'Play Call Recording Start/Stop Announcement' enabled, each time the user answers a call or each time the call made by the user is answered then an automatic announcement ("this call is being recorded") is played. Customers can enable this option on a per-user basis.

## Call Recording controls

Call Recording controls and FACs depend on user's call recording mode. E.g.: a user on the mode 'Always' cannot use any call recording control.

### Features Access Codes (FACs)

FAC Name	FAC
Record Call	*44
Call Recording – Stop	*45
Call Recording – Pause	*48
Call Recording – Resume	*49



## Controls on Polycom VVX devices and Daisy Hosted Voice desktop client

Depending on the user's call recording mode, the following controls can be available and be seen by the user:

- Call recording status indicator
- Pause call recording
- Resume call recording
- Start call recording



Figure 2 Call Recording controls on Polycom VVX devices



Figure 3 Call Recording controls on Daisy Hosted Voice desktop clients

## Encryption

Call recordings are encrypted before they are saved to the disk with AES-256 bit encryption. They are decrypted as they are streamed for playback or downloaded. At no time are they permanently stored unencrypted on disk. This ensures compliance to BS10008 (evidential integrity of recordings).

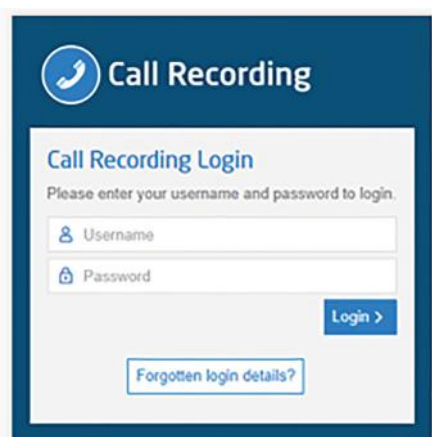
## BS10008 (Evidential Integrity of Recordings)

The solution is BS10008 compliant, meaning customers' recordings are admissible in a UK court of law. In addition to this, the Service Platform is ISO 20000 compliant, ISO 27001 compliant, ISO 22301 compliant, Cyber Essentials certified, listed on the Cloud Security Alliance STAR registry and featured on the VISA Europe Merchant Agent list for the secure storage of PCI DSS sensitive call recordings.



# End User Portal

Call recordings and user access controls are accessible through a secure (SSL certified) end user portal. The portal utilises a user authentication system based on username/password, users will receive their temporary password for first-time login through an email sent upon provisioning.



*Figure 4 Login screen*

A Global User, appointed by the Daisy Hosted Voice company administrator on the Daisy Hosted Voice portal, is required to complete the portal and other users' set-up. Upon appointment, the Global User shall receive an email with their temporary password for first-time login.

The Help section of the portal provides a helpful guide on what is available to the users.

NB: to achieve the best experience Daisy recommend using the latest Firefox or Chrome browsers

## Users

There are four user policies available, each having different permissions:

- Global User – has full access to any configurable item, recording and capability of the portal
- Team User – access to the recordings and related data of a group of users
- Staff User – limited access to Recordings screen only (typically used for own call recordings)
- Support User – portal view only but no access to recordings in line with Data Protection regulation and potential implications of GDPR

Policy Name	Policy Access
<b>Global User</b>	Global user access is the highest level of access and this user can access the main three areas of the interface. These are Recordings, Users & Reporting. Within each of these sections the global user has full write permissions.
<b>Team User</b>	Team user access allows the user to see the Recordings and Reporting tab. They have access to listen to all the call recordings for all users and run audit and usage reports. This user cannot see the users tab and will not have permissions to manage users
<b>Staff User</b>	Staff User access allows a user to see the recordings tab only and will only show them their own call recordings. This policy is aimed at staff who will need to listen to their calls for training and improvement purposes. They do not have access to the Reporting tab or the Users tab.
<b>Support User</b>	Support User access is used for anyone who is not in the end user's organisation but may need access to help support. The Support User access will show relevant information on the Recordings and Users tabs to help with any potential issues. There will be a reduced detail to comply with GDPR. You can create a Support User directly from the portal or alternatively you can use the Single Sign-On from the Daisy Portal.

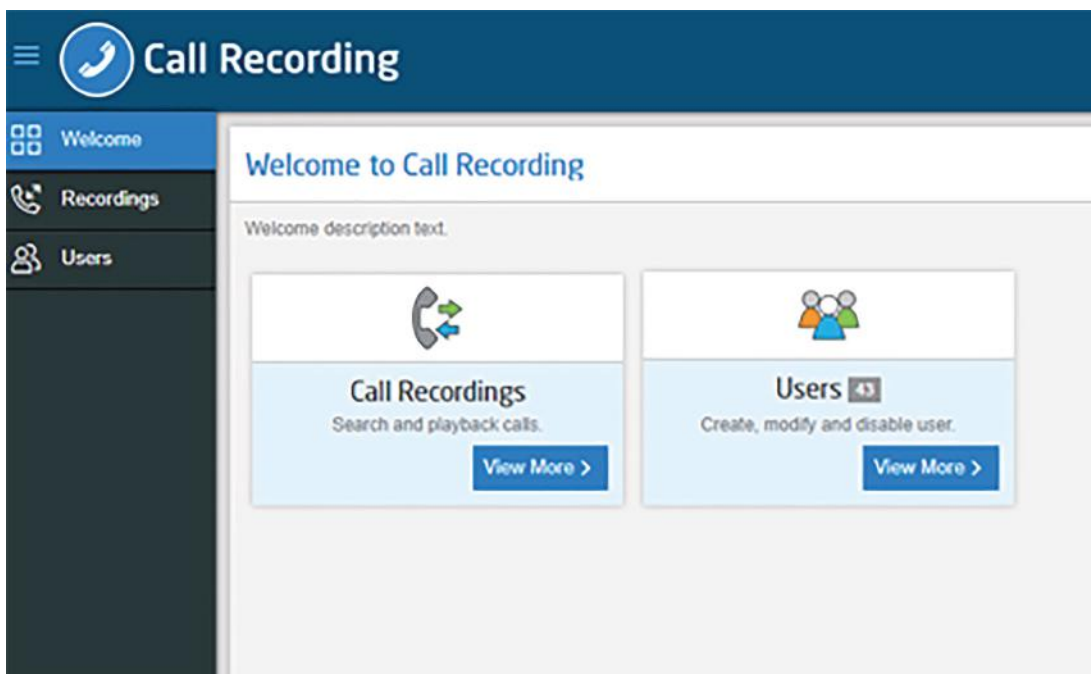
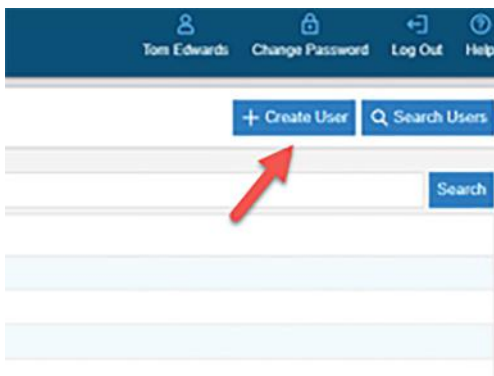


Figure 5 Global User Welcome screen

## Users creation

Users can be created by the Global User only, from the Users tab of the portal by clicking on the 'Create User' button.



The Create User form is then presented to the Global User who then need to fill in all the details and to assign the correct policy to the new user. Full explanation is provided in the Call Recording portal user guide.

## Global User controls

- A Global User can only add users in their own account
- Recordings are accessed and managed in the Call Recording portal
- A Global User is able to create users for the Call recording portal, and to assign the level of functionality they can use by selecting their policy

Figure 6 New user creation

- A welcome email is sent to newly created users, with a temporary password that users can change after first login. If first login is not performed within 60 minutes the temporary password will expire, but users can request a new temporary password by clicking on 'Forgotten password'
- The Global User is the only user can delete, disable users, or change their policy

## Call Recordings

In the Recordings section of the portal, users see only the recordings they have access to depending on their policy (e.g. a Staff User will only see their own recordings).

Call Recordings									
Direction	Connect Time	Telephony Username	User Number		Other Party Number		Duration	Status	
IN	2019-05-08 14:44:45	Dave.VVX411	+44	02	+44	64	00:00:21	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 14:36:14	Dave.VVX411	+44	02	+44	23	00:00:24	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 14:34:30	Dave.VVX411	+44	02	+44	23	00:00:21	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 14:33:24	Dave.VVX411	+44	02	+44	23	00:00:19	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 14:32:24	Dave.VVX411	+44	02	+44	23	00:00:07	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 14:23:33	Tom	+44	60	+44	10	00:00:37	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 13:29:03	Tom	+44	60	+44	10	00:00:53	AVAILABLE	👁️ ⬇️ ▶️
OUT	2019-05-08 13:24:54	Tom	+44	60	7797		00:01:58	AVAILABLE	👁️ ⬇️ ▶️
IN	2019-05-08 13:24:53	Joe	+44	65	0061		00:01:59	AVAILABLE	👁️ ⬇️ ▶️
OUT	2019-05-08 13:24:37	Tom	+44	60	7797		00:00:11	AVAILABLE	👁️ ⬇️ ▶️

Figure 7 Call Recordings screen

The recordings have different attributes, some of them allowing the user to sort their view by:

- Direction – call direction (inbound or outbound)
- Connect Time – date and time the call was made/received
- Telephony Username – the username of the user/device
- User Number – user’s telephone number
- Other Party Number – the number of the person who was in the call with the user
- Duration – duration of the call
- Status – shows Available or Processing, depending on whether the call is available to be streamed/downloaded or not

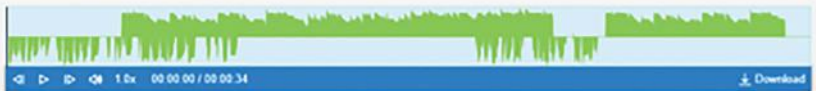
Next to each recording there are the main actions available: View call details, Download, Playback.

It is not possible to manually delete recordings.

### Call details

The call details tab contains all of the meta-data associated with the recording. In some circumstances, call sections are recorded separately (for example when calls are transferred). It is possible to play back or to download the call from the call details tab.

8000 OUT +442476936402



⏮️ ▶️ 🔍 1.0x 00:00:00 / 00:00:34 Download

Call(s) Details

Name	Value
Direction	OUT
Connect Time	2019-05-13 12:32:25
Telephony Username	Dave.VVX411
User Number	+44 02
Other Party Number	8000
Duration	00:00:35
Status	AVAILABLE
Call ID	r1557743545_201306_gpt01

Figure 8 Call details

**Download call in browser**

Calls are downloaded in MP3 format. On average in MP3 format, 10 minutes represents 1MB of storage on your local computer.

Note: once downloaded, the user should be aware that the data is then outside of the applications control. This represents a security risk, as the call recording file can easily be shared (e.g. via email file sharing site etc.) without an audit and access trail.

The filename is in the format: (Date)YYYYMMDD\_(Time)HHMMSS\_FromNumber\_ToNumber\_ AccountReference\_RecordingReference.mp3

**Playback call in browser**

Calls are streamed to the browser in MP3 format by clicking the 'Play' button that appears next to the recording.



Figure 9 Playback call

Calls may be played back at higher and lower speeds. The pitch is modulated so that the voices do not appear to be higher or lower in pitch during playback. This allows a user to listen to more recordings in a given time and is typically used by a compliance officer.

Playback speeds can be adjusted from a minimum of a fifth to a maximum of a quintuple of the normal speed.

**Search**

Calls can be searched with any combination of meta data fields:

- Date (on a specific day/week/month or custom)
- Time of day
- Duration
- User's phone number
- Other party's phone number
- Direction of the call
- User

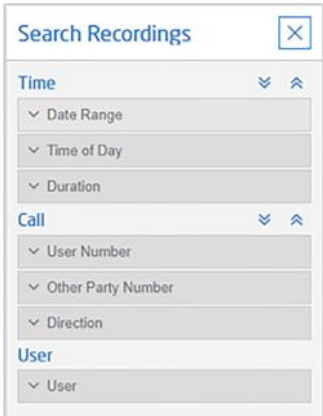


Figure 10 Search recordings

# Minimum User Machine Requirements

The hosted portal is browser based and designed to support all major browsers and operating systems. Each release is tested against the following browsers:

- Chrome (the current version at the time of version release)
- Firefox (the current version at the time of version release)

NB: to achieve the best experience Daisy recommend using the latest Firefox or Chrome browsers

Whilst it is not possible to ensure that breaking changes do not occur as evergreen browsers (Chrome, Firefox) update, best endeavours are in place to ensure compatibility and swift resolution of any problems.

Please note that the hosted portal is not guaranteed to work on all smartphone/tablet devices and operating systems. On completion of provisioning of the service, the user should perform a pre-test to ensure the service work with their browser/smartphone/tablet device.

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# Billing

A Daisy Hosted Voice Company can order and use multiple Business Call Recording subscriptions. Each subscription allows the provision of up to one user with the selected retention period and gives access to all features and capabilities with no limit on the amount of recorded calls that can be stored.

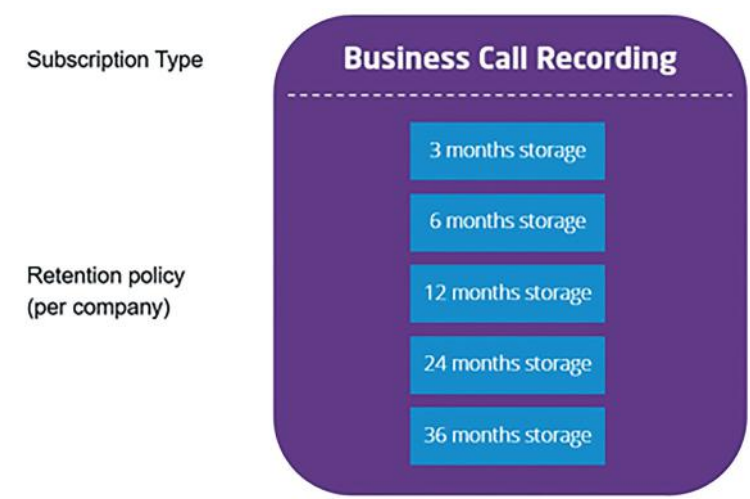


Figure 11 Available subscriptions

The retention policy applies at Daisy Hosted Voice company level, all Business Call Recording subscriptions of a Daisy Hosted Voice company shall have the same retention period.

All subscriptions are currently zero-rated until the product moves to General Release.

### Version Control

From time to time it may be necessary to deploy updated versions of the Call Recording product. In the event of significant service updates, Daisy will communicate details to Customers where practicable via email.

### Legal Responsibilities

There are very strict legal rules governing (a) the circumstances in which it is permissible to record calls, (b) the purposes for which such recording may be made, (c) the length of time recorded material may be retained, (d) most importantly of all, the need for pre notifications to those taking part in the call, and (e) the manner in which such notification must be given.

It is the responsibility of the Customer that they themselves/End Users of the service are compliant with any legal requirement. Daisy accepts no liability for the misuse of the service.

# Appendix 1

## Call Recording by Daisy Hosted Voice feature

Policy Name	Policy Access
<b>Auto attendant</b>	<ul style="list-style-type: none"> <li>• If the call goes from an Auto Attendant to a user with Call Recording the call is recorded.</li> <li>• If the call goes from an Auto Attendant to a user without Call Recording the call is not recorded.</li> <li>• If the Auto Attendant is provisioned with Call Recording, the part of the call in which it is active will be recorded – i.e the announcement and/or hold music.</li> <li>• If a Call Recording user transfers or forwards a call to an Auto Attendant the messaging will be recorded until the Call Recording user is no longer active on the call.</li> </ul>
<b>Call barge</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording “barges in” on a call, their part of the call will be recorded.</li> <li>• A call already being recorded will include the part of the call with the “barge” in.</li> </ul>
<b>Call forwarding</b>	<ul style="list-style-type: none"> <li>• If a call is forwarded to a user with Call Recording the call is recorded.</li> <li>• If a call is forwarded to a user without Call Recording the call is not recorded.</li> </ul>
<b>Call paging</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording invokes Call Paging the call will be recorded.</li> </ul>
<b>Call Park</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording retrieves a parked call the call is recorded.</li> <li>• If a user with Call Recording parks a call and it is retrieved by a user that does not have call recording, the call is not recorded.</li> </ul>
<b>Call Pickup</b>	<ul style="list-style-type: none"> <li>• If the user that picks up a call has Call Recording the call is recorded.</li> <li>• If the user that picks up a call has not got Call Recording the call is not recorded.</li> </ul>
<b>Call Queue Group</b>	<ul style="list-style-type: none"> <li>• If the call goes to a user with Call Recording the call is recorded.</li> <li>• If the call goes to a user without Call Recording the call is not recorded.</li> <li>• If a user with Call Recording transfers a call to a Call Queue Group the time spent in the queue will be recorded until the user is no longer active on the call.</li> </ul>
<b>Call Transfer - Blind</b>	<ul style="list-style-type: none"> <li>• If the call is transferred to a user with Call Recording the call is recorded.</li> <li>• If the call is transferred to a user without Call Recording the call is not recorded.</li> </ul>
<b>Call Transfer - Consultative</b>	<ul style="list-style-type: none"> <li>• Same as blind transfer, but if the call is being recorded, either for the transferring user or by the destination user, the consultative leg is also recorded.</li> </ul>
<b>Click to Dial</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording makes a call using click to dial it is recorded.</li> </ul>
<b>CLI presentation</b>	<ul style="list-style-type: none"> <li>• If an incoming call has CLI presentation de-activated, the call is recorded but the CLI is not presented. The third party is shown as “anonymous_0”.</li> </ul>
<b>Collaborate</b>	<ul style="list-style-type: none"> <li>• Only the audio portion of Collaborate video calls will be recorded.</li> </ul>
<b>Hold / Music on Hold</b>	<ul style="list-style-type: none"> <li>• If a recorded call is put on hold with Music on hold, the music is included as part of the recorded.</li> <li>• If there is no music whilst a recorded call is on hold, the “silent” part of the call is included in playback.</li> <li>• The other user in the call is still recorded while the call is on hold.</li> </ul>

Policy Name	Policy Access
<b>Hot Desk / Hoteling</b>	<ul style="list-style-type: none"> <li>• If a user with call recording makes a call from a device they have associated themselves with, the call will be recorded.</li> <li>• If a user without call recording makes a call from a device they have associated themselves with the call will not be recorded, irrespective of whether other users with Call Recording have used the same device.</li> </ul>
<b>Hunt Groups</b>	<ul style="list-style-type: none"> <li>• If the call goes from a Hunt Group to a user with Call Recording the call is recorded.</li> <li>• If the call goes from a Hunt Group to a user without Call Recording the call is not recorded.</li> </ul>
<b>Instant Conference Groups</b>	<ul style="list-style-type: none"> <li>• If a call is triggered by a user with Call Recording, a recording of the whole call whilst they are active will be made.</li> <li>• If other users with Call Recording join the conference, recordings will be made per participant for the duration they are active in the conference.</li> </ul>
<b>Integrator</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording makes an outgoing call using Integrator the call is recorded.</li> <li>• If a user with Call Recording answers an incoming call using Integrator the call is recorded.</li> </ul>
<b>Receptionist</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording makes an outgoing call using Receptionist the call is recorded.</li> <li>• If a user with Call Recording answers an incoming call using Receptionist the call is recorded.</li> </ul>
<b>Remote office / Click to Dial</b>	<ul style="list-style-type: none"> <li>• If a call is made by a user with Call Recording the call will be recorded.</li> </ul>
<b>Sequential Ringing</b>	<ul style="list-style-type: none"> <li>• If a user with Call Recording uses sequential ringing to take a call on a device that is not associated with one of their Daisy Hosted Voice numbers the call will not be recorded.</li> <li>• If a user with Call Recording uses sequential ringing to take a call on a device associated with another user that has Call Recording, the call will be recorded, but the user that "owns" the number will be shown as the User in the portal.</li> </ul>
<b>Schedules</b>	<ul style="list-style-type: none"> <li>• If a schedule changes the way a call is routed at certain times, and routes calls away from users who have Call Recording to users or off-net numbers that do not have Call Recording, calls will not be recorded.</li> </ul>
<b>Three-way call</b>	<ul style="list-style-type: none"> <li>• If a Call Recording user is on a call this will be recorded – when a third user joins this leg of the call will be recorded also.</li> <li>• If a Call Recording user joins an existing call, the part of the call they are active on will be recorded.</li> </ul>
<b>Twinning</b>	<ul style="list-style-type: none"> <li>• Incoming calls to a user with Call Recording picked up on a twinned end point will be recorded.</li> <li>• Outgoing calls from an end point twinned with a Daisy Hosted Voice user with Call Recording will not be recorded.</li> </ul>
<b>Voicemail</b>	<ul style="list-style-type: none"> <li>• Calls from a Call Recording user to the voicemail portal to retrieve left messages will be recorded.</li> <li>• Call to a user with Call Recording in which a message is deposited will be recorded, including both the message and the voicemail instructions.</li> </ul>

# Appendix 2

## Policy control by feature

Access Area	Description	Global User (Full access to all features and areas of the CR portal.)	Team User (Team leader role for someone who needs to listen to calls, add comments view comments and run reports)	Staff User (Only has access to listen to own recordings, no access to reports or user creation)	Support User (Gamma staff/CP user should have limited view that doesn't breach GDPR)
Help by Topic		Y	Y	Y	Y
Changing Your Password		Y	Y	Y	N
Locked Out (these users will be able to unlock a users account)		Y	N	N	N
Logging Out (these users will have the ability to log out of the call recording portal)		Y	Y	Y	Y
Search Calls Save Search (users will have the ability to save a search)	Ability to search for calls using the search criteria and bookmark and specific searches	Y	Y	Y (but just their own recordings)	Y
Playback Calls Change Playback Speed	Ability to playback recordings and change the playback speed	Y	Y	Y (but just their own recordings)	N
Download Call Recording	Ability to download call recording	Y	N	N	N
Recordings - View Properties Recordings - History	This is to allow the specific user access to look at the properties and history of a call but not allow them to playback the call	Y	Y	Y (but just their own recordings)	Y
Run Report Audit Report Call Recording Extract Retention Summary Report	Ability to run reports from the reporting area of the call recoding portal	Y	Y	N	N

Create User	Ability to manage users from Creating to editing the user information.	Y	N	N	N
Edit User					
Disable User					
Enable User					
Unlock User					
Resend Welcome Email					
Read Only Access to Users tab		N/A	Y	N	Y
Safe Metadata	Safe Metadata is where the SSO user logs in and they see a restricted view of the Metadata so not exposing any personal information about the recordings and they shouldn't be able to download or listen to the recording.	N	N	N	Y

To find out more about **DHV Call Recording**, please contact us today:

 **0800 040 8888**  **info@daisycomms.co.uk**

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