



CALL RECORDING COMPLIANCE. THE INS AND OUTS OF WHAT YOU NEED TO KNOW.

When it comes to compliance there are many different rules, laws and regulations you should consider when picking the appropriate call recording solution. To verify and truly understand all of your recording compliance needs you should consult your local law firm.

THE NEEDS

Recording Announcement: Do I need to notify my employees and my customers. Every country and region is different. The best and safest approach is to always notify everyone that their call may be recorded.

PCI DSS: Recorded calls are subject to the same rules including securing your network, encrypting the calls, software security with restricted access and retention policies.

HIPAA: Safely storing and sharing patient medical information electronically.

MIFID II: Document and safely secure all calls that may result in transactions. Notification to the customer about the call being recorded and store the data for a a minimum of 5 years.

General Data Protection Regulation (GDPR): Protection from privacy and data breaches.



THE SOLUTION AND FEATURES



Encryption: Chronicall can safely secure and store each recording with multiple layers of encryption including PBE, MD5 and DES.



Retention Policy: Chronicall allows each customer to set their own retention policies and storage location (drive pooling). Calls can be saved for days, months, years, it all depends on the hard drive size.



Alerts and Triggers: Chronicall can notify in the event of stopped recording. It can also send notifications of hard drive space limitations.



Security and Access: Chronicall allows unlimited logins with user access controls. Meaning you can specify which users have access to which recordings and what permissions do they have. I.E. listen, download and delete.



Quality Assurance: With Chronicall evaluations and scorecards you can evaluate all or random sampling of recordings to ensure your employees are following the correct business processes such as notifying the caller that they may be recorded.



Manual Pause/Stop: User access can be granted to pause and stop the recording while collecting sensitive information.



Web API: Manual pause and stop recording is still prone to user error. Through Chronicall desktop Web API Chronicall can automatically stop and pause the recording based off the agents desktop activity.



Call Recording Monitor: Through Chronicall recording monitor you can ensure that your appropriate calls are being recorded.



Recording Rules: You can set custom rules for which calls need to be recorded. This can be done by agent, group, number and event.



CRM Integration: With the addition of Chronicall Realtime and Agent dashboards, recordings can be passed to Salesforce using a direct external call link. This allows access to the recordings through your CRM.



Notes: Custom notes can be applied to each call documenting the time, and who left the note.



External Link Generator: Calls can be sent to customers through Chronicall's External Link Generator. This allows web playback only with no access to the file. A link expiration date can be set to limit the length of access to the recording.

RECORDING STORAGE

Storage Space	8-Hour Days	5 Agents	10 Agents	25 Agents	50 Agents
32 GB	700	140	70	28	14
250 GB	5,461	1,092	546	218	109
500 GB	10,922	2,185	1,092	437	218
1000 GB	21,845	4,370	2,185	875	437

The number shows the number of days until the hard drive fills up.