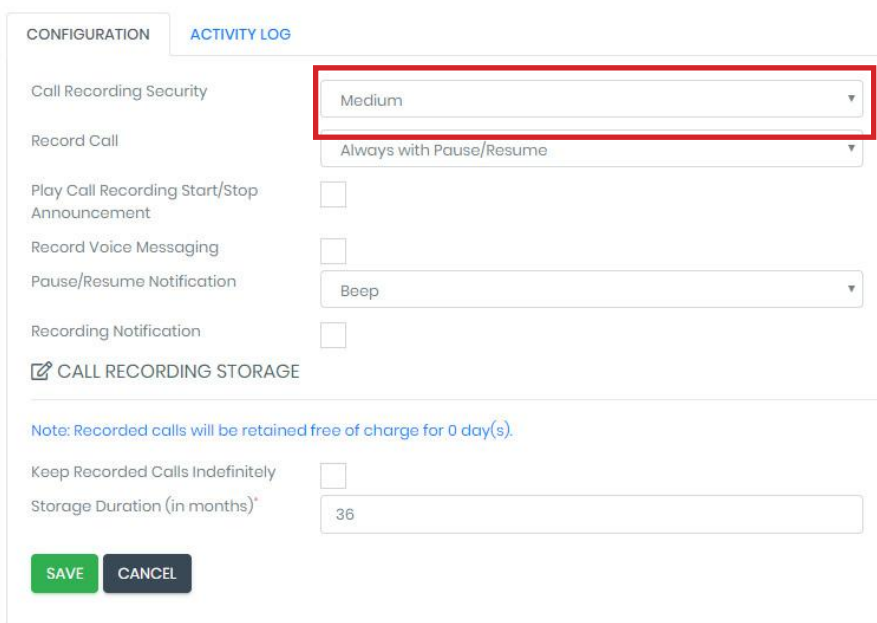


## CALL RECORDING PLATFORM ENHANCED FUNCTIONALITY OVERVIEW

THE UBOSS CALL RECORDING COMPONENT INCLUDES COMBINING CALL LOGS AND RECORDED CALLS, ENHANCED SECURITY AND AUTOMATIC UPLOAD OR ARCHIVE.

### SECURITY ENHANCEMENTS

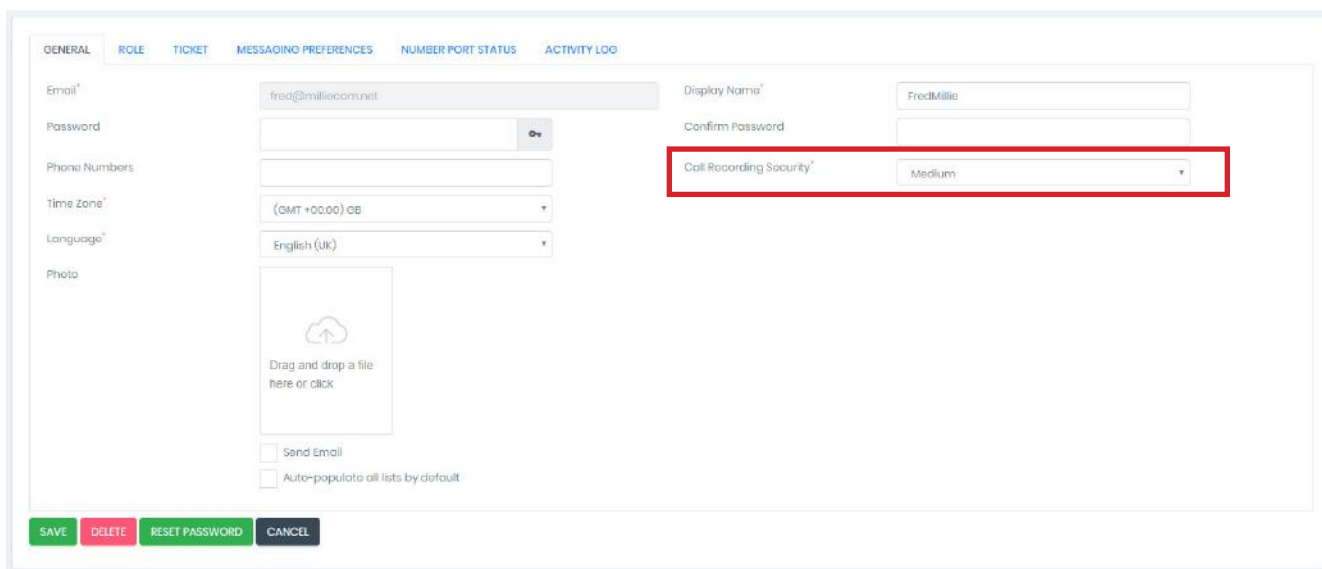
Uboss offers advanced security when downloading call recordings to be saved and played locally. Each call recording is given a security level which can be low, medium, high or very high. The security level assigned to the recorded call is based on what is set for the corresponding user, which may be assigned directly or cascaded down from the business level. The default security level is set at the business level so it applies to all users. However, this level can be overridden for a specific user through the Call Recording User service, as shown below. You can also raise a ticket to our support team asking for any changes to be made.



The screenshot shows a configuration panel with two tabs: 'CONFIGURATION' and 'ACTIVITY LOG'. Under 'CONFIGURATION', the 'Call Recording Security' dropdown menu is highlighted with a red box and set to 'Medium'. Other settings include 'Record Call' (Always with Pause/Resume), 'Play Call Recording Start/Stop Announcement' (checkbox), 'Record Voice Messaging' (checkbox), 'Pause/Resume Notification' (Beep), and 'Recording Notification' (checkbox). A section titled 'CALL RECORDING STORAGE' contains a note: 'Note: Recorded calls will be retained free of charge for 0 day(s)'. Below this, 'Keep Recorded Calls Indefinitely' is a checkbox, and 'Storage Duration (in months)' is a text input field with the value '36'. At the bottom are 'SAVE' and 'CANCEL' buttons.

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.

Each portal user is also assigned a security level. The portal user is able to download all recorded calls where the security level for the call is the same level or below that of the currently logged in portal user.



The screenshot shows a user profile configuration interface with the following fields and options:

- GENERAL** (selected tab), ROLE, TICKET, MESSAGING PREFERENCES, NUMBER PORT STATUS, ACTIVITY LOG
- Email: fred@milliocom.net
- Display Name: Fred Millie
- Password: [Redacted]
- Confirm Password: [Redacted]
- Phone Numbers: [Redacted]
- Call Recording Security: Medium (highlighted with a red box)
- Time Zone: (GMT+00:00) GB
- Language: English (UK)
- Photo: [Redacted]
- Send Email:
- Auto-populate all lists by default:
- Buttons: SAVE, DELETE, RESET PASSWORD, CANCEL

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. Of course the CEO would be able to download and play all company 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. The Play Audit button will provide information if anyone has listened to or downloaded a specific recording. These buttons will also be hidden if the call wasn't recorded.



Internal Calls
  External Calls
  Missed Calls
  Only show recorded calls
 VIEW SCHEDULE

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%  
 3. Due to the high volume of data to be processed during the peak hours, a delay is expected in loading the call data of last 30 minutes.  
 4. Report more than 31 days duration is not allowed in a single search.

Total Call Duration : **483:58:35 ( 6141 Calls )** Download

CALL RECORDING														
CALLDATETIME	SITE	FROM	TO	LEG	USER	SERVICE INSTANCE	CALL TYPE	CALL DESCRIPTION	CALL(SEC)-DATA(MB)-SMS	CHARGE	PLAY	DOWNLOAD	PLAY AUDIT	LINK
11-Dec-2019 14:14:42	Croydon O...	078	+4420	3/3	David		HostIn	Internal	78	-				
11-Dec-2019 14:14:42	Croydon O...	+442	+4420	2/3	Zoltan		HostOut	Internal	78	-				
11-Dec-2019 14:10:20	Croydon O...	+442	+4479	1/3	Zoltan		HostOut	UK-Out-fm3 & fm4-EE	340	£ 0.3380				
11-Dec-2019 14:07:48	Croydon O...	+441	+4420	5/5	Paul	Ops-Partner	HostIn	Internal	457	-				

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 you've requested that all call recordings are retained for 48 months, 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 (default storage period) then the call log will still be available for 13 months.

## RECORDED CALL STORAGE

All recorded calls are retained free of charge for 90 days. Should you wish Crystal Clear telecom to retain your recordings for a longer period they will be charged based on the total file size of all your company's recorded calls in GB (one GB holds approximately 100 hours of call recordings). Businesses must specify how long they wish to retain recorded calls after the first 90 days, this can be set at the business level or the user level.

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 90 days. Please note this only applies to service configuration tool.

Keep Recorded Calls Indefinitely  **CHECK USAGE**

Storage Duration (in months)\*



The default value for all new assignments is to store calls indefinitely. Remember if this value is set to zero 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 also 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.

The screenshot shows a configuration interface with two tabs: 'CONFIGURATION' and 'ACTIVITY LOG'. Under 'CONFIGURATION', there are several settings:

- Call Recording Security: Medium
- Record Call: Always with Pause/Resume
- Play Call Recording Start/Stop Announcement:
- Record Voice Messaging:
- Pause/Resume Notification: Beep
- Recording Notification:

Below these is a section titled 'CALL RECORDING STORAGE' with a red box around it. It contains:

- Note: Recorded calls will be retained free of charge for 0 day(s).
- Keep Recorded Calls Indefinitely:
- Storage Duration (in months)\*: 36

At the bottom are 'SAVE' and 'CANCEL' buttons.

As mentioned, the retention period set at the user level is not updated when the business level setting is changed.

## CALL RECORDING COPY

If you wish to move all your recordings to a third party platform, Uboss can be configured to periodically upload recorded calls using HTTPS or FTPS (Secure FTP). Please speak with your Account Manager if you require this option.

The screenshot shows the configuration page for call recording copies. Key elements include:

- UBOSS-CALL RECORDING COPY:** Instance Name, Description, Charge Department (None).
- THIRD-PARTY SERVER DETAILS:** Server Type (FTP), Server Address, Server LoginID, Server Password, Upload Frequency (00:30), File Name Format ([LocalNumber]\_[RemoteNumber]\_[StartDateTime]\_[Direction]), and Create Daily Folder checkbox.
- Tag Names:** A table mapping tags to values:
 

[LocalNumber]	Local Number +44-1234567890
[RemoteNumber]	Remote Number +44-1234567890
[RemoteName]	Remote Name
[Extension]	Extension
[UserID]	Client userID with domain name
[SiteName]	Site Name
[BusinessName]	Business Name
[StartDateTime]	Start DateTime dd-MMM-yyyy HH:mm:ss
- ASSIGNED USERS:** A search bar and a table header with columns: NAME, BUSINESS SITE, USER ID, EXTENSION, PHONE NUMBER.

## RATES & TARIFFS

Storage is configured to be charged per GB, the rates are :-

Call Recording Storage Per GB - After 90 days	£2.75
Call Record Group Copy Service - Monthly charge to upload all calls to a third-party platform	£19.95

Uboss will calculate the total file size of all recorded calls for all users within the business and apply the above rate, for example 15.67 GB will be charged as  $15.67 \times £2.75 = £43.10$ .

NB One GB holds between 100-200 hours of call recording calls.