

recordX

Compliance Options

oak

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recordX is a comprehensive extension and line side recording solution packed with innovative features to search, record, play and archive calls. Leading edge web technologies ensure that recordX is the most powerful yet easiest to use call recording solution available.

call recording **recordX**

Compliance Options:
Manual and Automated

Conforming to the Payment Card Industry Security Requirements

The payment card industry produced the PCI DSS requirements to ensure the safe handling of sensitive customer information to protect against identity theft. Storing customer data is now a major concern for organisations.

The Payment Card Industry Data Security Standard (PCI DSS) requires businesses to ensure that the credit card CV2 number is not stored on internal systems. If calls are being recorded and payments are taken over the telephone this can present a compliance issue.

Oak Telecom have a number of simple options that can assist in overcoming this. Our recordX range of call recording platforms makes it easy to generate call recording files with the sensitive credit card information suppressed from the audio by replacing it with silence.

The screen shot below shows the recordX CallPlayer replaying a call that has had pause and resume audio suppression applied to the call. The audit tab below the call shows a time stamp of when the user triggered the pause and resume feature indicated in the call by a period of silence. During replay the user can choose to play the call at any part of its time line.



Play - Review calls visually within Oak's media style call player.



recordX CallPlayer - replaying a call that has had pause and resume audio suppression applied to the call.

There are two options for PCI suppression, manual or automated, both of which can be achieved in different ways.

recordX is the perfect solution for every business.

Manual Options

DTMF Detection

The complete range of recordX line side systems that interface with either ISDN2 or ISDN30 have this option as standard. The agent can press *o# during the call to pause recording and *1# to resume recording. The CV2 number is not recorded at all while the rest of the call is recorded and easily available for playback using the record X web interface. There is also a built in timeout setting that will tell the system to resume recording should the agent forget to press *1# after the CV2 number is taken. Please note that DTMF detection is not available on SIP trunk side systems or extension side systems.

- **Call scenario** – An agent answers a call and prior to asking the caller for the CV2 number they press *o# on their handset. These codes are picked up by the voice recorder from the ISDN circuit. The voice recorder pauses recording. When the caller has finished speaking the CV2 number the agent presses *1# and the recorder resumes recording. Alternately if the agent does not press the resume codes the timeout will be activated and the voice recorder will resume recording automatically.

Click Detection

recordX PCI Client – this is a simple software application that allows the agent to pause and resume recording by clicking a button on their screen. A timeout setting resumes recording should the agent forget to press the resume button. On a line side recording system this method requires a CTI/TAPI connection to the phone system.



connectX – This is our market leading smartphone application. Along with pause and resume functionality it also includes call control, busy lamp fields, extension status and its own internal contacts database for popping of incoming call details and outbound dialling.



- **Call scenario** – An agent answers a call, prior to asking the caller for the CV2 number they press the pause recording button in either the PCI Client or connectX application. This action is picked up by the voice recorder which will then pause the recording. When the caller has finished speaking the CV2 number, the agent presses the resume recording button and recording continues.

Automated Options

Screen Detection

The agent clicks on a customised software button to launch their payment system. At the same time this sends a command to the voice recording system to pause recording. When the agent closes the payment system another command is sent to the voice recording system to resume recording. Automated recording on line side systems requires a TAPI/CTI connection to the telephone system.

- **Call scenario** – An agent answers a call. The agent launches their payment system by double clicking a custom button on the desktop. The agent continues to take the payment and closes the payment system once the payment is complete. The voice recording server will replace all of the audio recorded while the payment system was open with silence.

recordX SDK

Our recordX Software Development Kit is an open method for software developers and database engineers to integrate with a recordX system. Using the OAI (Oak Application Interface) developers can instruct the voice recording system to pause and resume recording based on predefined events taking place. Automated recording on line side systems requires a TAPI/CTI connection to the telephone system.

- **Call scenario** – An agent opens the payment screen of their payment application/CRM. The application sends a command to the voice recorder to pause recording. When exiting the payment screen of the payment application/CRM a command is sent from the application to the voice recorder to resume recording.

The options outlined are dependent on the type of recording interface and compatibility with the telephone system.

Please contact your account manager for pricing and option compatibility.



recordX
call recording



reportX
call reporting



connectX
application integration



dialX
power dialler

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