



LIVEVOX

Call Recording & Screen Recording

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Introduction

This document provides an overview of the LiveVox Call Recording System and Screen Recording features.

Overview of Call Recording Functionality

LiveVox records all agent-handled calls automatically.

The call recording begins immediately after a call is bridged to an agent and captures everything the caller hears during the conversation. By default, calls which are transferred externally from LiveVox by an agent continue to be recorded¹, though this can be disabled if desired. The maximum duration for a call recording is 240 minutes. The minimum recording duration is 1 second. Any calls connected to an agent for less than 1 second will not be recorded.



Note: *The ability to continue or terminate recording for calls transferred off LiveVox (external transfer) is set at the service level.*

How long does LiveVox retain call recordings?

LiveVox provides 15 days as the standard retention period to all customers, for no additional fee. The minimum retention period available for customers choosing to store call recordings is 3 days.



Note: *Extended storage is available for a nominal fee. Please contact Sales Account Management for details.*

Call recording retention can be set at client level, service level, or both. Clients may request that LiveVox set a different call recording retention period for a service, that varies from the client level setting. When no retention period is set for a service, call recording respects the retention period set at the client level. If a service has a different retention period than what is set at the client level, the service level setting takes precedence.

Call recording retention is exposed in the **Days of CallRecordings** field at the client and service levels. This is a view-only setting. Updates to this setting are applied to existing and future call recording retentions.

¹ If an agent disables call recording using call recording controls prior to transferring the call externally from LiveVox, the call will not be recorded.

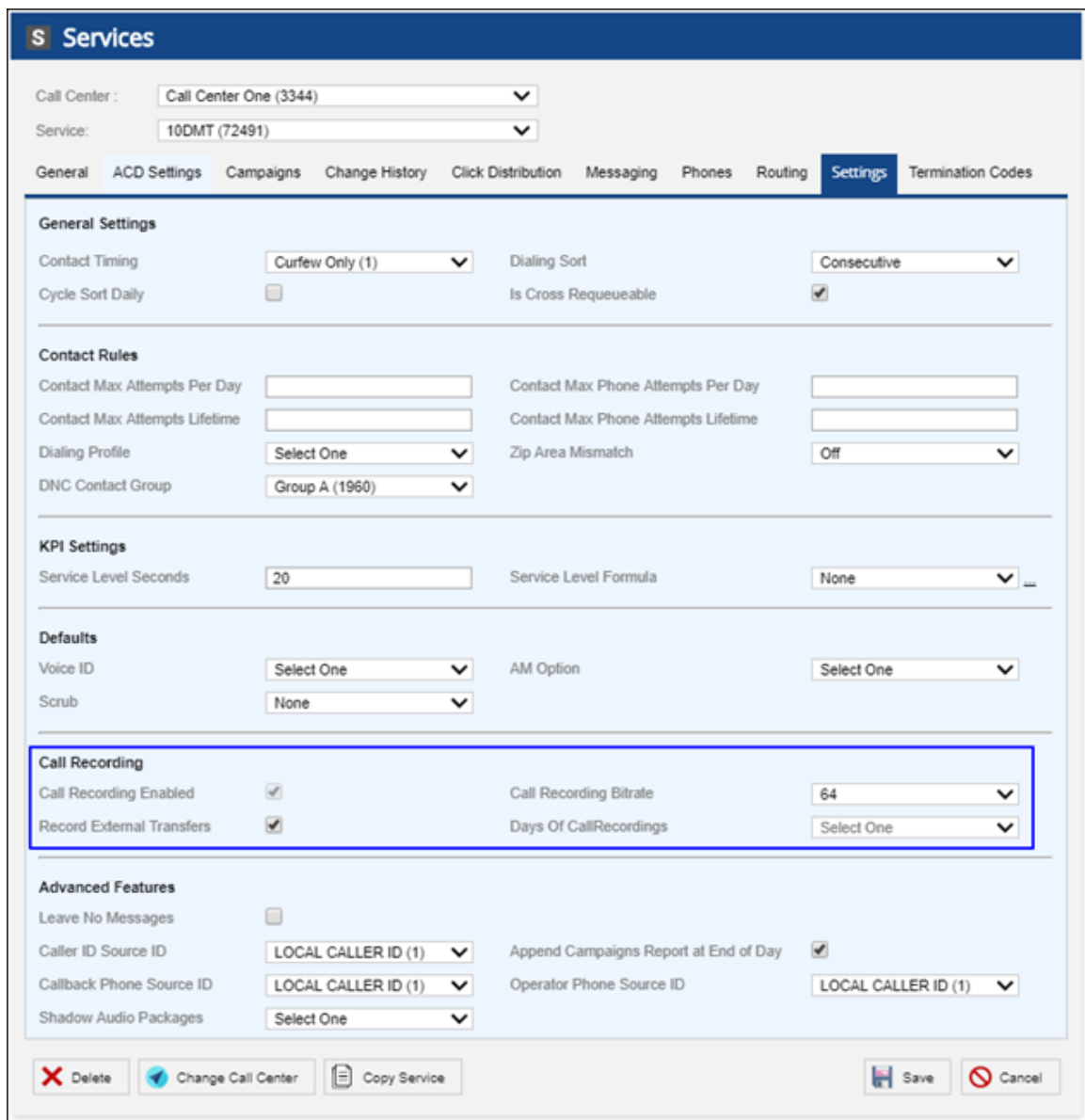
To view the client level call recording retention period, navigate to *Client > Settings* tab:

The screenshot shows the 'Client' settings page with the 'Settings' tab selected. The 'Advanced Features' section contains the 'Days Of CallRecordings' field, which is highlighted with a red box and contains the value '3653'. Other visible settings include 'Language' set to 'English', 'Time Zone' set to '(GMT-04:00) Eastern Time', and 'Days of Contact Retention' set to '99999'.

Section	Field Name	Value
General Settings	Service Groups	<input checked="" type="checkbox"/>
	Restrict Strategies Scope	<input checked="" type="checkbox"/>
General Settings	Language	English
	Time Zone	(GMT-04:00) Eastern Time
Contact Manager Settings	Contact Management	<input checked="" type="checkbox"/>
	Campaign Updates Contact Manager	<input checked="" type="checkbox"/>
Contact Manager Settings	Days of Contact Retention	99999
Contact Rules	Contact Max Attempts Per Day	0
	Contact Max Attempts Lifetime	0
	Contact Max Phone Attempts Per Day	0
	Contact Max Phone Attempts Lifetime	0
Contact Rules	Dialing Profile	LV_Standard_SDR_A (321)
KPI Settings	Service Level Seconds	20
	Default Service Level Formula	Abandoned Calls Count (1)
Screen Recording Settings	Screen Recording Enabled	<input checked="" type="checkbox"/>
	Days of Screen Recordings	15
Defaults	Strategy	Standard (32315)
	AM Option	Select One
	Scrub	None
	Requeue Strategy	Std Requeue (32316)
Advanced Features	Report Only After All Retries	<input type="checkbox"/>
	Campaign Appends Allowed	<input checked="" type="checkbox"/>
	Days Of CallRecordings	3653
	Shadow Audio Packages	Pac2 (10041)

Figure 1: Client editor – Settings tab

To view service level call recording retention, navigate to *Services > Settings* tab:



S Services

Call Center :

Service:

General ACD Settings Campaigns Change History Click Distribution Messaging Phones Routing **Settings** Termination Codes

General Settings

Contact Timing Dialing Sort

Cycle Sort Daily Is Cross Requeueable

Contact Rules

Contact Max Attempts Per Day Contact Max Phone Attempts Per Day

Contact Max Attempts Lifetime Contact Max Phone Attempts Lifetime

Dialing Profile Zip Area Mismatch

DNC Contact Group

KPI Settings

Service Level Seconds Service Level Formula

Defaults

Voice ID AM Option

Scrub

Call Recording

Call Recording Enabled Call Recording Bitrate

Record External Transfers Days Of CallRecordings

Advanced Features

Leave No Messages

Caller ID Source ID Append Campaigns Report at End of Day

Callback Phone Source ID Operator Phone Source ID

Shadow Audio Packages

Figure 2: Services editor – Settings tab

Service respects the client level **Days of CallRecordings** configuration based on the following fields.

- **Call Recording Enabled** – All conversations with an agent logged into the LiveVox Agent Desktop are recorded.
- **Call Recording Bitrate** – Refers to the audio resolution (kilobits per second). Available options: 16, 32, 64. The default setting is 16-bit. 32-bit or 64-bit can be selected if required for Speech Analytics integration.
- **Record External Transfers** – External transfers are defined as any transfer to a 10-digit number. When enabled, LiveVox continues recording calls transferred to an external party until the call is terminated. When disabled, LiveVox ends call recording when a call is transferred to an external party.
- **Days Of CallRecordings** – This is a view-only setting. If it shows to be set to Select One, then the service respects the client level configuration.

**Note:**

- *For configuration of different call recording retention periods, contact Support or Client Services.*
- *Once a data file has aged beyond its retention period, an automated lifecycle management application removes the file and its metadata from the platform. Once a file is removed from the platform, it is no longer accessible.*
- *LiveVox can accommodate clients who want to archive call recordings themselves. Within a password-protected zip file, the call recordings are encoded as mp3s (see call recording file specifications below). In addition to the audio files, LiveVox also includes a CSV index file that contains metadata (agent, Result, etc.). Using this index file, clients can search for specific call recordings. Call recordings are available for download from the secure (SFTP) server for up to 2 weeks.*

Call Recording File Specifications

Standard call recording file type is the mp3 format, stereo sound with a 16-bit resolution.

LiveVox uses the following audio codec and coder used to generate call recording mp3 files:

- Bitrate: 32bit, 8Khz, 16kbps.
- Codec: Mpeg audio layer 1/2 mpga.
- Library: Lame mp3.

Call Recording Encryption

- Call recordings are encrypted using keys generated and managed by LiveVox before they are written to disk. This encryption process is transparent to clients.
- Master keys are created for each client and necessary permissions are provided using a key management console maintained by the LiveVox Technical Operations group. LiveVox uses AES 256 encryption.
- Additionally, clients may choose to provide their PGP key for LiveVox to utilize when delivering recordings. The client's PGP key is used when a recording is downloaded from the platform (nightly zip call recording, or Call Recording report), and will be needed by the client to access the recording. LiveVox supports a 5000 character limit for PGP keys.

Screen Recording

LiveVox provides configurable Screen Recording for each Agent Desktop which when enabled, captures all agent screen activities via the Agent Desktop Native application. Screen recording begins the moment agent goes into the *In Call* state and ends when agent selects a termination code or if the login session gets disconnected.



Note:

- *Enabling Agent Screen Recording must be requested through the Account Manager / Account Executive and comes at an additional cost.*
- *Agent Desktop Native application must be installed on agents' PC and is required for Agent Screen Recording.*
 - *Request Agent Desktop Native application through Client Services.*
 - *The 'Agent Desktop Native Installation' guide can be found on the User Hub.*

Screen Recording settings can be found under the Client level Settings tab and in the Agent Desktop level Desktop Native tab.

To view the client level Screen Recording Settings, navigate to *Client>Settings* tab:

Figure 3: Client editor - Settings tab

Screen Recording Settings:

- **Screen Recording enabled** – This is a view-only setting. If enabled, the Screen Recording Options are available in the Desktop Native tab of Agent Desktop editor.
- **Days of Screen Recording** – This is a view-only setting which displays the number of days the screen recordings are hosted on the platform. The available options are: 3, 15, 30.

To configure the Screen Recording options available in the Agent Desktop editor, navigate to *Agent Desktop > Desktop Native* tab:

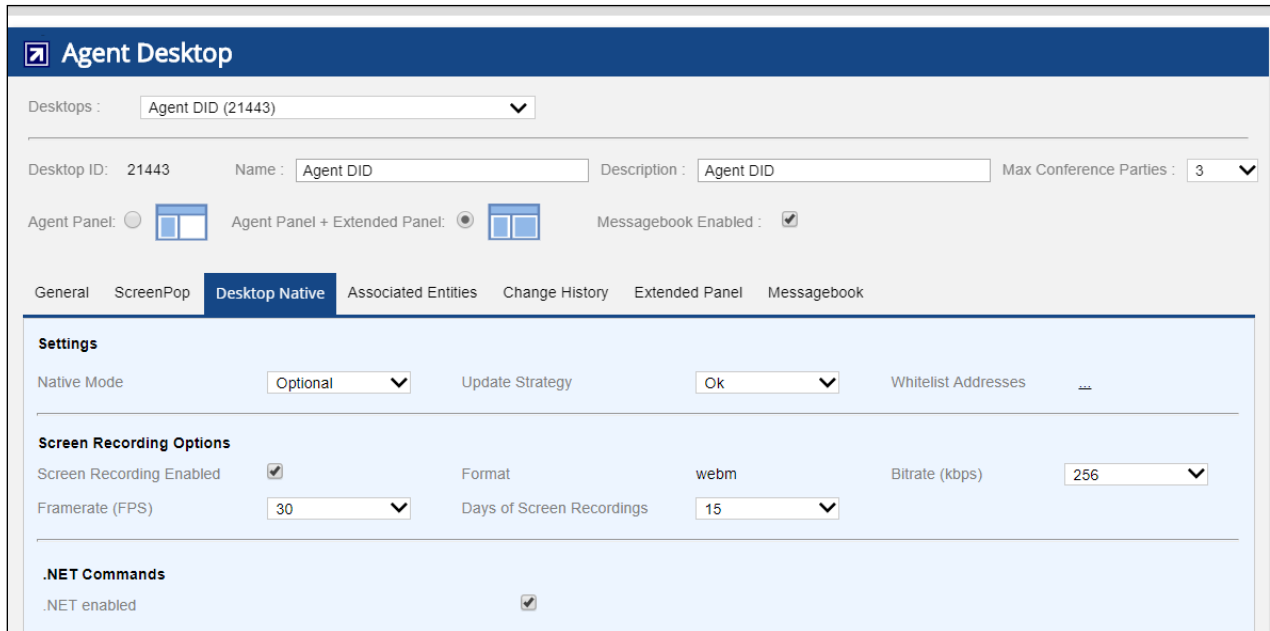


Figure 4: Agent Desktop editor – Desktop Native tab

The Screen Recording Options section is accessible through the Desktop Native tab only if screen recording is enabled internally and when enabled will display the following configurable options:

- **Screen Recording Enabled** – When enabled, the agents’ screen is recorded. Multiple monitors are captured in the screen recording.
- **Format** – The screen recordings are processed in WebM format.
- **Framerate (FPS)** – Number of frames displayed per second for a video. Available options: 10, 20, 30. The default setting is 30.
- **Bitrate (kbps)** – Number of bits that are conveyed per unit of time. Available options: 128, 256, 512, 1024. The default setting is 128.
- **Days of Screen Recordings** – Number of days the screen recordings are hosted on LiveVox. Available options: 3, 15, 30. *Contact Sales Account Manager for storage fee information.*

Call Recording Report

The Call Recording report is available to permitted users through the LiveVox Portal Review tab. Depending on access level, users may be able to access the call recording report, download (as PDF, Excel, and CSV file), playback multimedia screen recordings (audio and video), and/or stream and download call recordings. Users can use the call recording report search tool to choose the parameters for generating the report. Once the report is generated, users can playback the call recording or download it in mp3 format as well as playback the screen recordings. A maximum of 10 accounts can be searched with a comma delimited string within a single search. A search range (i.e. the number of days which can be queried each time) of up to 730 days is available.

- In the Call Recording Report, individual call recordings are played back from the Audio Play column via an in-browser media player.
- The mp3 file can be downloaded via the Audio Download button.
- Users can playback multimedia screen recording from the Video Play button via an in-browser media player.

Sample Report:

Call Recording Report

Dates (MM/DD/YYYY) From To

Call Center Service

Campaign Campaign Pattern

Phone Dialed

Agent Account

Sort By Result

Transfer Connect Duration Between and

[Generate Report](#)

Results

Service	Name	Account	Phone	Agent	Session	Date	Transfer Connect	Transfer End	Transfer Connect Duration	Campaign	Outcome	Audio Play	Audio Download	Video Play
Manual		scrtst12	6503517528	A	U93DET5A698642	Thu Jan 25 2018	2:24:55 AM	2:25:40 AM	44	2006311_MANUAL_CALLS_01-24-2018	Operator Transfer			
Manual		dk	5162134816	A	U9B14T5A72B991	Thu Feb 01 2018	1:54:11 AM	1:56:52 AM	161	2006311_MANUAL_CALLS_01-31-2018	AGENT - Attorney Handling			
kav_manual		dk	5162134816	A	U9BA7T5A72BAF4	Thu Feb 01 2018	2:00:05 AM	2:06:02 AM	357	2006336_MANUAL_CALLS_01-31-2018	AGENT - Attorney Handling			
kav_manual		dk	6503517528	A	U9BA9T5A72BC78	Thu Feb 01 2018	2:06:37 AM	2:06:59 AM	22	2006336_MANUAL_CALLS_01-31-2018	AGENT - Attorney Handling			
Quick_Connect	Ashutosh	QAE456	6178498807	A	U4AC8DT5A72BD30	Thu Feb 01 2018	2:09:41 AM	2:10:18 AM	36	dsj_ivinternal.csv	AGENT - Attorney Handling			

Figure 5: Call Recording Report - results



Note:

- If a client has call recordings that go back for over two years, those call recording requests must be submitted through Client Services.
- Clients can only playback the video file. Download is not supported at this time.

Sample Report displaying the playback of screen recording via an in-browser media player through the Call Recording report:

The screenshot displays the 'Call Recording Report' interface. At the top, there are filters for dates (05/10/2018 to 05/10/2018), call center, campaign, phone dialed, agent, sort by (Call Start Time), and original account number. A 'Generate Report' button is located at the bottom right of the filter section.

Below the filters, the user profile for 'Jack Hurdle (HURDLE)' is shown. A table of call sessions is displayed with columns for Agent, Session, Date, Transfer Connect, Transfer End, Transfer Connect Duration, Campaign, Outcome, Audio Play, Audio Download, and Video Play. The table contains several rows of call data.

Overlaid on the table is a media player window for 'Jack Hurdle' showing a screen recording of a web browser. The media player includes a play button, a progress bar at 0:00 / 1:34, and a 'Close' button.

Agent	Session	Date	Transfer Connect	Transfer End	Transfer Connect Duration	Campaign	Outcome	Audio Play	Audio Download	Video Play
HURDLE	U15C0775AF4366E	Thu May 10 2018	8:23:20 AM	8:24:54 AM	94	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST 4	▶	⬇	▶
AN	U1848P875AF43A83	Thu May 10 2018	8:28:41 AM	8:30:18 AM	214	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST 2	▶	⬇	▶
OS	U1ED8775AF43DBE	Thu May 10 2018	8:41:04 AM	8:47:04 AM	359	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST RPC 5	▶	⬇	▶
E	U1845FT5AF44951	Thu May 10 2018	9:30:24 AM	9:32:30 AM	126	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST RPC 1	▶	⬇	▶
AR	U1628375AF44E49	Thu May 10 2018	9:51:42 AM	9:54:10 AM	148	33207_CALLBACK_CALLS_05-10-2018	AGENT - CUST 2	▶	⬇	▶
AN	U165C675AF4509F	Thu May 10 2018	10:01:26 AM	10:04:04 AM	157	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST 2	▶	⬇	▶
RES	U18C85775AF45123	Thu May 10 2018	10:03:18 AM	10:24:04 AM	1248	33454_MANUAL_CALLS_05-10-2018	Operator Transfer	▶	⬇	▶
WFO	U168DB75AF454D7	Thu May 10 2018	10:19:24 AM	10:38:47 AM	1163	33205_CALLBACK_CALLS_05-10-2018	AGENT - CUST RPC 4	▶	⬇	▶

Figure 6: Call Recording Report – Screen Recording playback