Call Recording & Screen Recording

Support Contacts:

24 Hour Support Line: 888.477.3448

Support Email: support@livevox.com

This document is an unpublished work protected by the United States copyright laws and is proprietary to LiveVox, Inc. ("LiveVox"). Disclosure, copying, reproduction, merger, translation, modification, enhancement, or use by anyone other than authorized employees, clients or licensees of LiveVox, and its affiliate companies, without the prior written consent of LiveVox, is prohibited. This document is intended as a guide to assist users of systems provided by LiveVox, and does not constitute the provision by LiveVox of any legal or compliance advice. Compliance by authorized clients or licensees of LiveVox with any and all applicable local, state, federal, or foreign laws and regulations is the sole responsibility of those authorized clients or licensees. Further, features and services that rely on third party performance are subject to the errors and omissions of those third parties, over which LiveVox has no control. LiveVox therefore disclaims any and all liability resulting from or arising out of any services supplied by or through any third party vendor or any acts or omissions of the applicable third party vendor. Additionally, LiveVox makes no representations or warranties with respect to the accuracy of content supplied by parties other than LiveVox.

This document is last revised on August 10, 2018

For Internal and Client Use Only

Contents

Introduction **4**

Overview of Call Recording Functionality **4**

How long does LiveVox retain call recordings? *4*

Call Recording File Specifications *7*

Call Recording Encryption *7*

Screen Recording **8**

Call Recording Report **11**

Introduction

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

Overview of Call Recording Functionality

Unless disabled, 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 recorded[1], 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. **Free days of call recording** field is exposed at the client level (please refer *Figure **1**: Client editor -Settings tab*). This is a view-only setting. 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 particular service, that varies from the client level setting. When no retention period is set for a specific service, call recording will respect the retention period set at the client level. If a particular service has a different retention period than what is set at the client level, the service level setting will take 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 will be applied to existing and future call recordings retention.

[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:

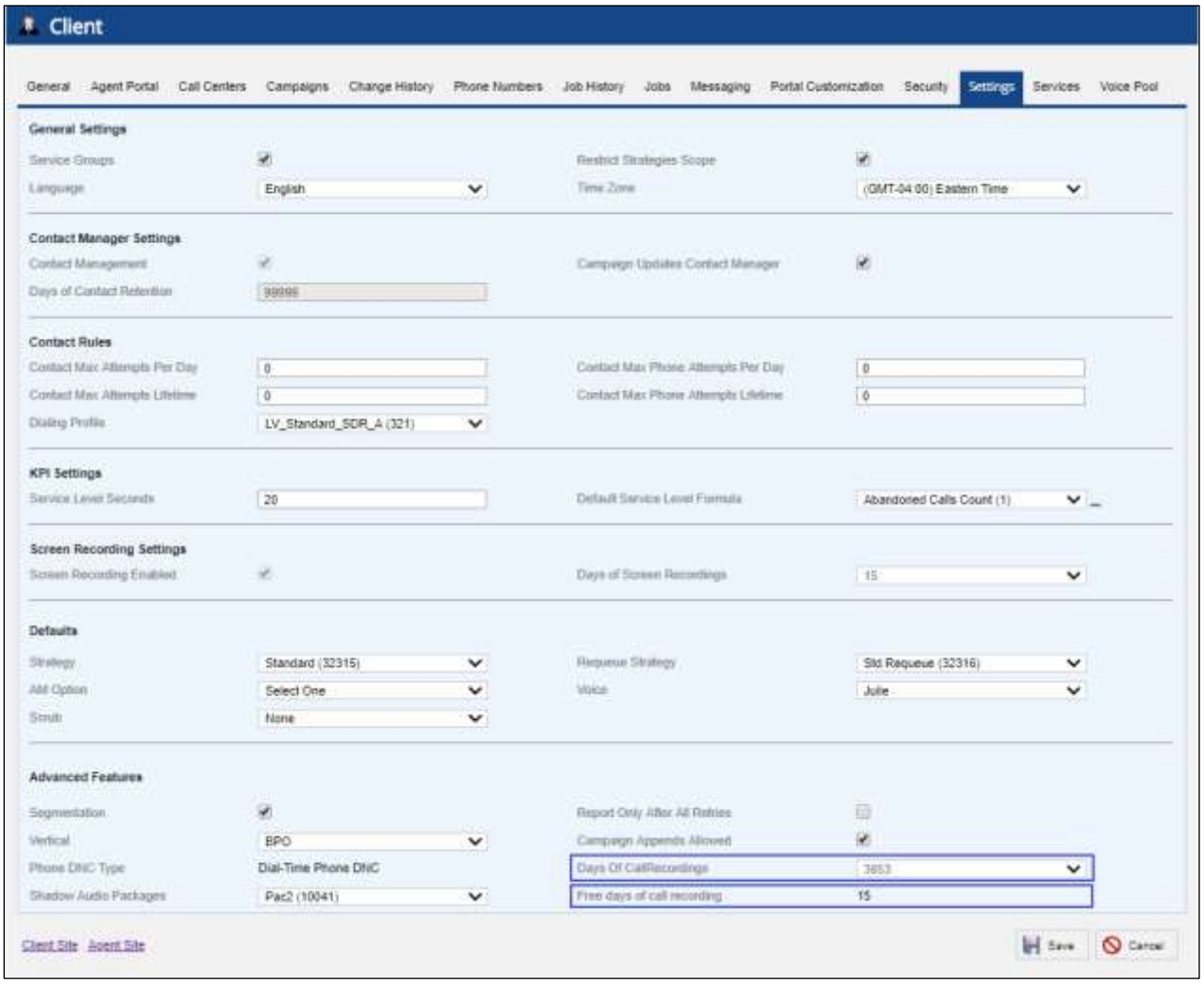

Figure 1: Client editor -Settings tab

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

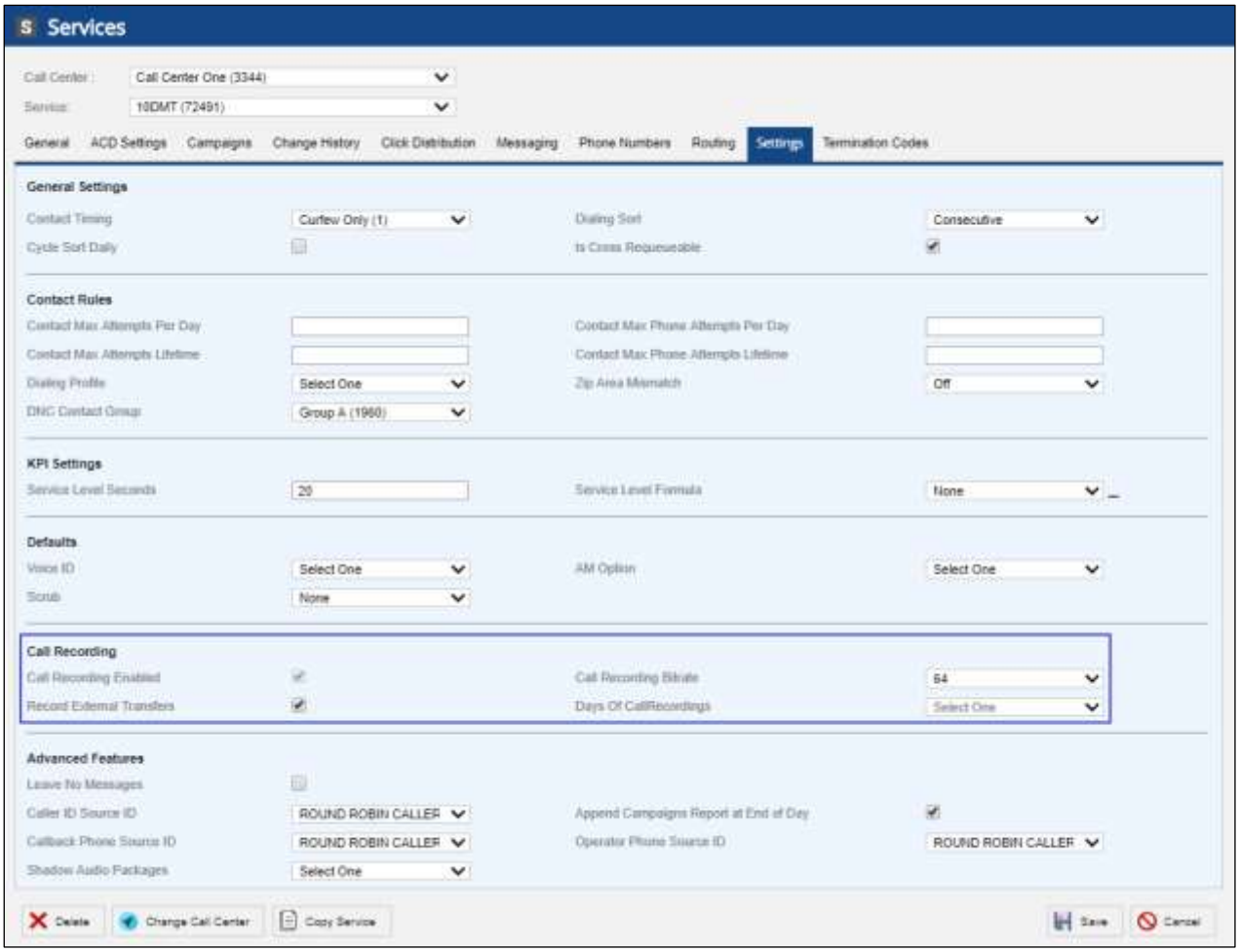

Figure 2: Services editor - Settings tab

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

- **Call Recording Enabled** – When checked, 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 checked, LiveVox will continue recording calls transferred to an external party until the call is terminated. If NOT checked, LiveVox will end 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 will respect the client level configuration.

Note :

- *For configuration of different call recording retention periods, please 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. After the file has been removed from the platform, it is no longer accessible.*
- *LiveVox can accommodate clients who would like to house/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 will be made 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.

The audio codec and coder used by LiveVox to generate the call recording mp3 files are the following:

- 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 completely 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 with 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 under **Desktop Native** tab.

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

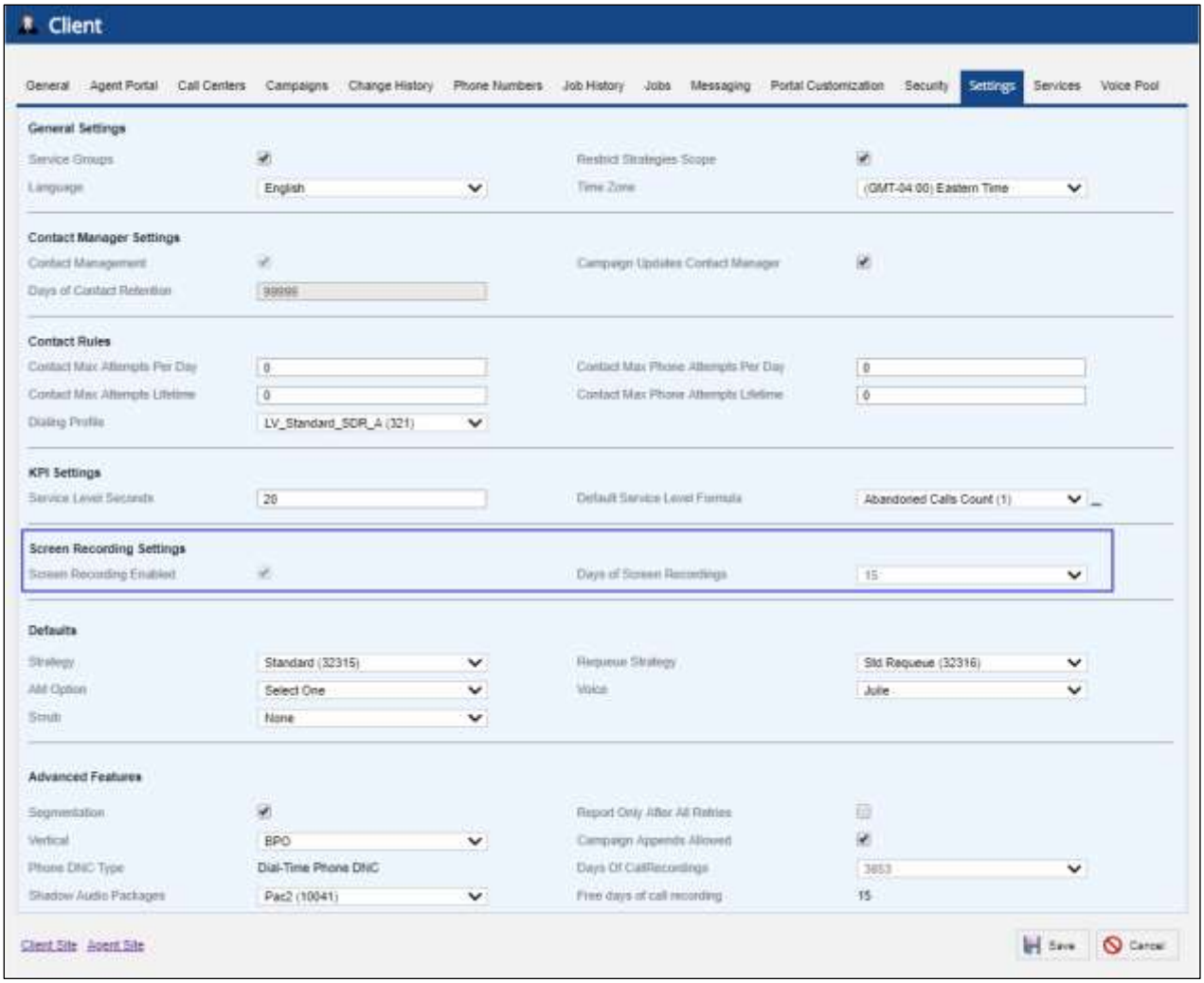

Figure 3: Client editor - Settings tab

Screen Recording Settings:

- **Screen Recording enabled** – This is a view-only setting. If enabled, the Screen Recording Options will be available under 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, 45, 60, 90, 180.

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

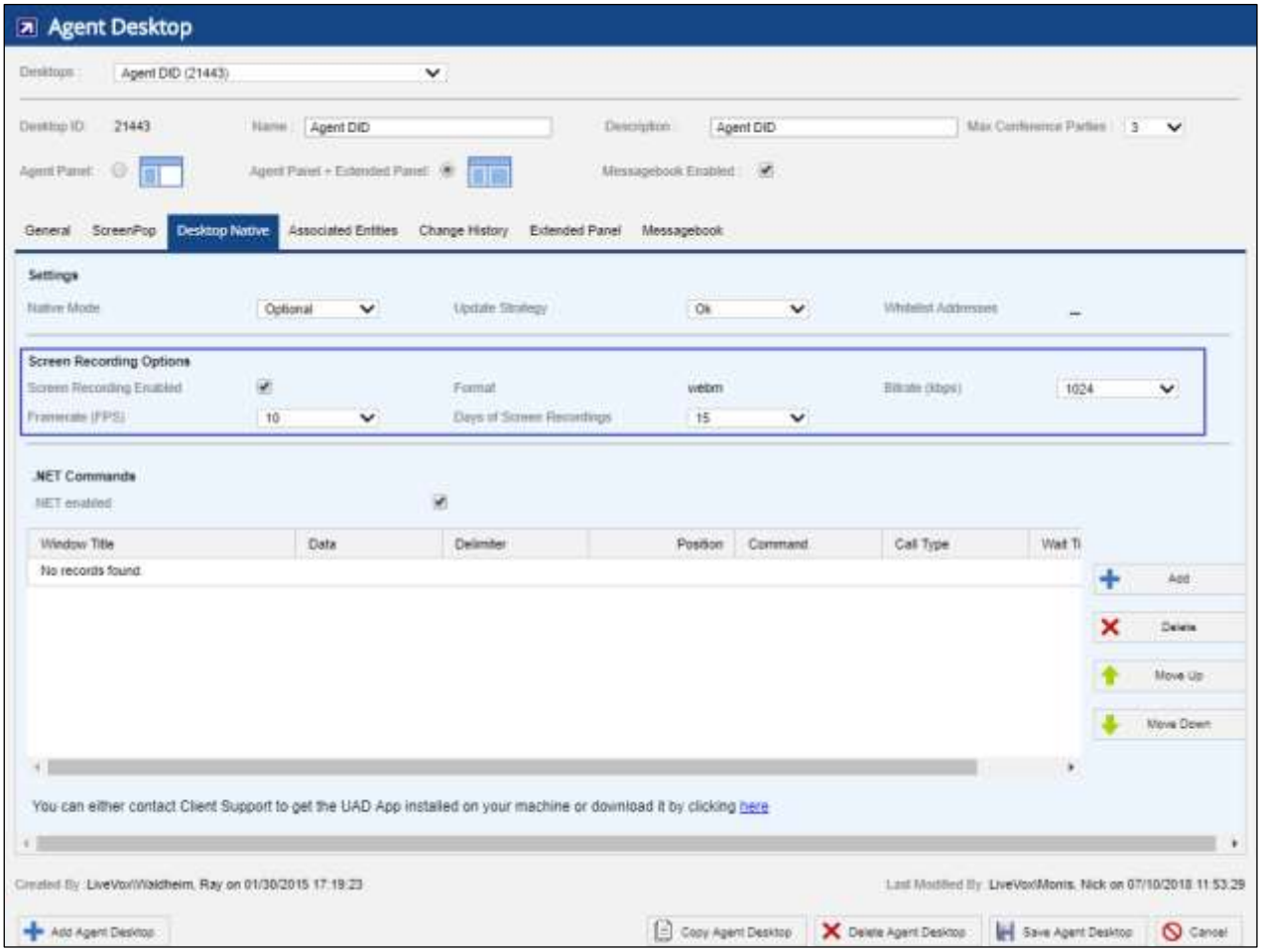

Figure 4: Agent Desktop editor - Desktop Native tab

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

- **Screen Recording Enabled** – When enabled, agents will have their entire screen recorded. Multiple monitors will be 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. The default setting is 256.
- **Days of Screen Recordings** – Number of days the screen recordings are hosted on LiveVox. Available options: 3, 15, 30, 45, 60, 90, 180. *Contact Sales Account Manager for storage fee information.*

Call Recording Report

The Call Recording report is available to permitted users via 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. The Call Recording report can be generated as far back as client's Days of CallRecordings configuration (up to 3653 days). For example, the users have call recordings for last five years and today is 20 June, 2018. Then, the users can select the start date as back as 19 June,2013. If this date is selected, the end date cannot exceed 18 June,2015. The users can generate the report for two years (2013-2015), two years (2015-2017), and one year (2017-2018) if they want to generate the report for last 5 years.

- 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:

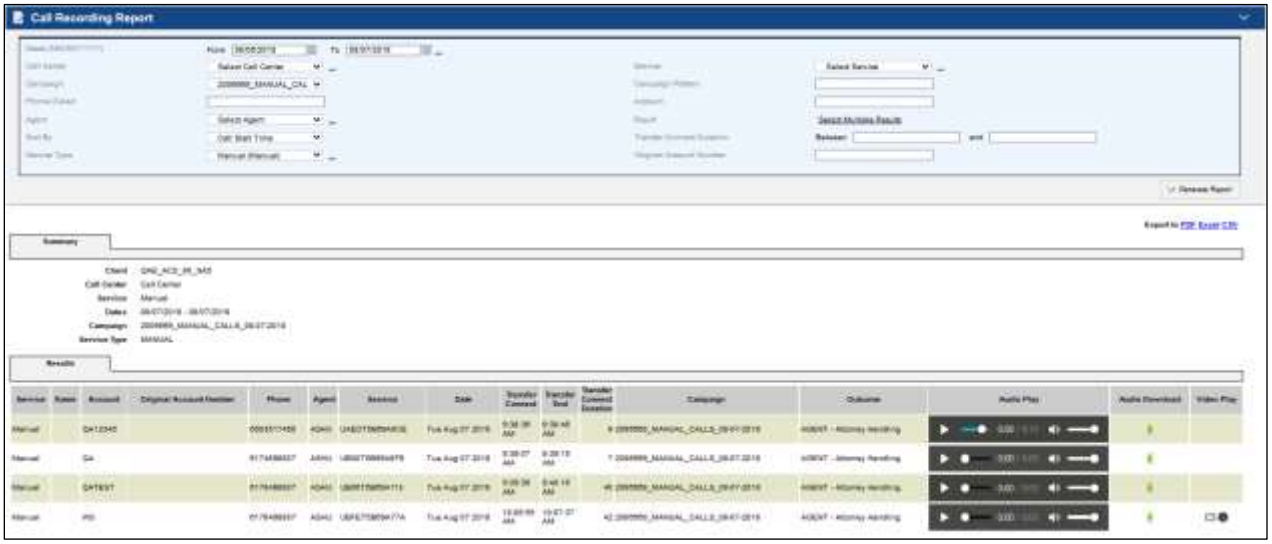

Figure 5: Call Recording Report - results

Note : *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:

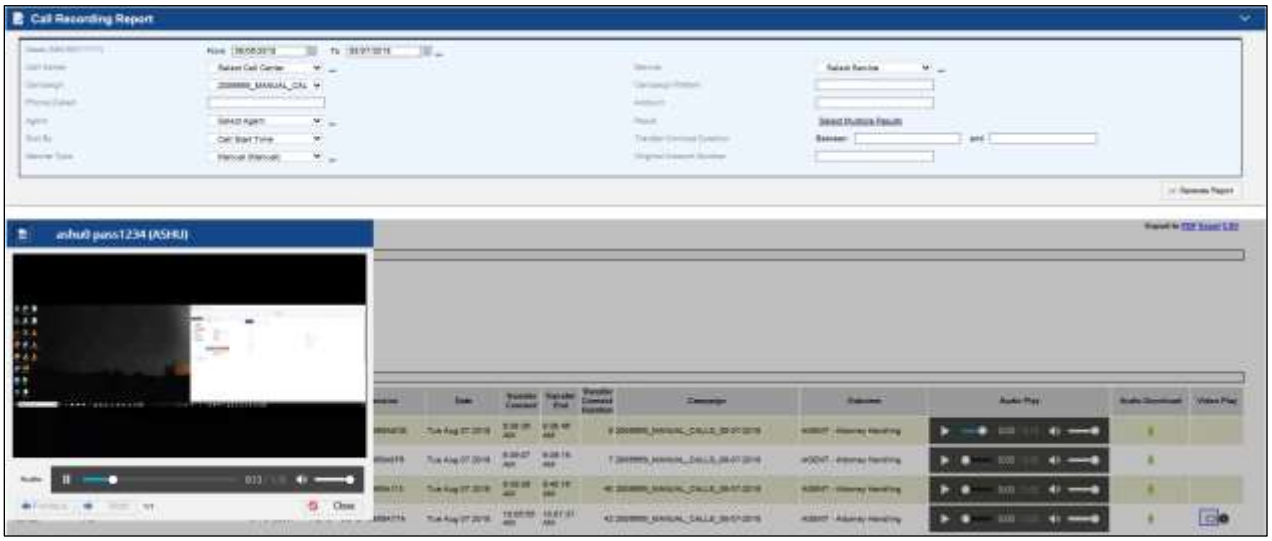

Figure 6: Call Recording Report - Screen Recording Playback