|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Call Recording Form** | | | | | |
| **Agency Name** |  | | | | |
| **Department** |  | | | | |
| **Address** | |  | | | |
| **Contact Name** | |  | | | |
| **Contact Phone** | |  | | | |
| **Contact Email** | |  | | | |
|  | | | | | |
| **Contact Center** | **Basic**  **System**  **Requirements** | | # of phones:  (to be recorded) |  | |
| # of agents:  (to be evaluated) |  | |
| # of Supervisors:  (to access the recordings) |  | |
| # Inbound Calls/Per Day |  | |
| # Outbound Calls/Per Day |  | |
| Avg. Inbound Call Length in Minutes and Seconds |  | |
| Avg. Outbound Call Length in Minutes and Seconds |  | |
| Inbound Peak hour call volume |  | |
| Outbound Peak hour call volume |  | |
| Hours of operation |  | |
| Projected growth over what period  **Example: 10% agent growth for each year over a 2 year period** |  | |
| **Recording**  **Types** | **Voice** | | **Voice** | | Yes No |
| On-Demand | | Yes No |
| (On Demand can be based on Call Type or filters can be defined to randomly record a specific number of calls within a defined timeframe)  ***Example: 20% of all calls between 8am to 5pm M-F*** | | *Filter by Call Type* |
| Yes No |
| *Random* |
| Yes No |
| *Percentage* |
| 100 % |
| Quality Monitoring Program (review, evaluate, and score agent performance) | | Yes No |
| Continuous (100% recording) | | Yes No |
| **Data**  Example: Agent screen capture | | **Data** | | Yes No |
| On-Demand | | Yes No |
| (On Demand can be based on Call Type or filters can be defined to randomly record a specific number of calls within a defined timeframe)  ***Example: 20% of all calls between 8am to 5pm M-F*** | | *Filter by Call Type* |
| Yes No |
| *Random* |
| Yes No |
| *Percentage* |
| 0 % |
| Quality Monitoring Program (review, evaluate, and score agent performance) | | Yes No |
| Continuous (100% Recording) | | Yes No |
|  | **IVR**  (record the IVR transaction) | | **IVR** | | Yes No |
| Continuous (100% Recording) | | Yes No |
| Data Mining | | Yes No |
| **Storage** | **Online**  (Real-time) | | Days of Storage  ***Example: 30 to 90 Days*** | | Minimum 90 days |
| **Archive**  (Off-line) | | Days of Storage  ***Example: 90+Days*** | |  |
| **Security** | **Data** | | Do the callers speak PII, PCI, HIPAA, or IRS 1075 information with an agent? | | Yes No |
|  | | How many computers will be used by representatives processing Payment Card transactions? | | None (Inquiry Only) |
| **Encryption** | | Only storage? | | Yes No |
| While the recording is in progress? | | Yes No |
| **Addition Requirements or Remarks** | **Category** | | Parameters | | List all additional requirements and remarks here. |