

**REDCENTRIC**

# **UNITY CALL REPORTING SERVICE DEFINITION**

SD059 Version 1.3

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# 1 SERVICE OVERVIEW

Unity Call Reporting is a web based reporting solution for use with Redcentric's Unity hosted IP telephony service. It provides customisable real time and historic call reports which can be configured and accessed through a web browser. Reports can be customised and displayed in a variety of ways including a real-time wallboard which is ideal for call centre environments. It is also possible for reports to be scheduled, automatically e-mailing an authorised recipient on a recurring basis.

Features include:

- Customisable web reporting
- Real time and historic information
- Hierarchical web access
- Report scheduling options
- Wallboard presentation option

## 2 SERVICE DESCRIPTION

### 2.1 LICENSING

There are three licence options which define the scope of reporting available. These comprise:

- Reporting Lite
- Reporting 1000
- Reporting 2000

There are three licence types which must be purchased in order to use the Unity Call Reporting service:

- A site licence (Lite, 1000 or 2000) must be purchased for each site where reporting is required
- An extension or user licence (Lite, 1000 or 2000) must be purchased for each extension or user who needs to be reported against
- A supervisor licence (Lite, 1000 or 2000) must be purchased for each supervisor required

There is also an ACD Agent licence which must be assigned to extensions / users that exist in an ACD (call centre). Please see individual reports for details of where this licence is required.

A minimum of a 2000 site licence must be purchased to deploy 2000 type user and supervisor licences. It is also required to deploy the ACD user overlay. Where a 2000 site licence is deployed, 1000 type user and supervisor licences may also be deployed. Lite type supervisor licences may also be deployed.

A minimum of a 1000 site licence must be purchased to deploy 1000 type user and supervisor licences. Where a 1000 site licence is deployed, Lite type supervisor licences may also be deployed. A Lite type site licence would be required in addition to deploy Lite type user licence.

A minimum of a Lite site licence must be purchased in order to deploy Lite type user and supervisor licences. Where a Lite site licence is deployed, only Lite type user and supervisor licences may be deployed.

### 2.2 REPORTS

#### 2.2.1 Reporting Lite

The following reports are available within the Reporting Lite licence.

##### Historical Call List

This report style generates a historic list of call records for call segments that have already ended. The list may display one or more entries for the same underlying call, for each segment of the call that was transferred or diverted between different locations in the telephone system. The reporting style can be run against any date/time option. However, when the style is run for the "Real-Time" date/time option, newly ending segments of active calls are automatically appended to the end of the generated report output as they terminate on the telephone system.

## **Calls By Telephone Number**

This report style displays a list of the outside telephone numbers that external calls have either originated from or been made to. Call statistics are displayed against each item. Dynamic row highlighting is supported for real-time variants of the report, based on whether calls from/to the corresponding telephone number are currently alerting or answered.

## **Calls By Half Hour Interval**

This report style displays a list of ½ hour intervals that exist within the starting & ending duration that the corresponding report is run against. When the report is being run across multiple days, only a single ½ hour interval is displayed to represent all calls occurring within that specific interval for any day included within the specified date/time range. Call statistics are displayed against each item.

This report style is useful when viewing general call trends over the different times of the day across an entire reporting period. Dynamic row highlighting is supported for the last rows displayed against real-time variants of the report, based on whether active calls which started in those ½ hour intervals are currently alerting or answered.

## **Calls By Day/Week**

This report style displays a list of weekly intervals that exist within the starting & ending duration that the corresponding report is run against. Call statistics are displayed against each item. The reporting style can be run against any date/time option, although it is generally not particularly useful to run it for the "Real-Time" duration option, as the corresponding report will then only show statistics for the current day.

Note that reports run across weekly intervals may take several minutes to complete based upon the amount of call traffic previously generated on the telephone system within that period.

## **2.2.2 Reporting 1000**

The following reports are available within the Reporting 1000 licence.

### **Unreturned Lost Calls**

This report style generates a list of external inbound abandoned calls where a valid calling telephone number was received from the network provider by the telephone system. Abandoned calls where a subsequent return call to the outside party has been successfully made, or where the external party has then called in again and been successfully answered, are removed from the generated list automatically. The report style is most useful when run for the "Real-Time" date/time option as the abandoned call list is immediately updated, either when a new abandoned call is generated on the telephone system, or when a successful return call is made to a previously abandoned caller. When run for the "Real-Time" duration option, the report style supports row highlighting to depict whether abandoned calls have been returned.

### **Extension List**

This report style shows a list of all internal devices in a table excluding trunk & hunt group devices. Call statistics are displayed against each item. When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting based on the corresponding device's call state:

## **Extension BLF - Presence**

This report style shows a list of all internal devices in a summary icon view. Call statistics can be displayed by hovering the mouse over an icon. When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting and alerts based on the corresponding device's call or alert statistic state:

## **Calls By DDI**

This report style displays a list of the telephone numbers that external callers have dialled in order to actually call devices or groups on the telephone system. Call statistics are displayed against each item. Telephone numbers are only shown for inbound trunk line calls where the network provider provided inbound DDI digit information to the telephone system for the corresponding call so that it could be routed accordingly. Dynamic row highlighting is supported for real-time variants of the report, based on whether DDI calls made via the corresponding telephone number are currently alerting or answered.

## **Active Call List**

This report style is for use only in conjunction with the "Real-Time" date/time option. The report content generated displays a live list of the active calls on the telephone system. The reporting style shows no information when run against any other date/time option. The report style supports row highlighting to depict the corresponding call's active call status.

## **1000 Wallboard**

This report style displays real-time statistics in large individual tiles, where each statistic can have a specifically configured alarm. The report style shows an overall summary of business or call centre performance, which for some appropriate environments can be displayed on a large plasma screen in order to show key call handling metrics to phone users, team leaders, and managers.

## **2.2.3 Reporting 2000**

The following reports are available within the Reporting 2000 licence.

### **Hunt Group List**

This report style displays a list of all hunt group devices in a table with call statistics shown against each item for inbound calls that have specifically been distributed by each row's hunt group device. When run for the "Real-Time" date/time option, dynamic row highlighting is supported based on whether calls are currently queuing in, being offered by, or answered within the corresponding hunt group.

### **ACD Agent List (Note: requires ACD Agent overlay licence)**

This report style shows a list of all Automatic Call Distribution ("ACD") agents with call statistics displayed against each item. When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting based on the corresponding agent's ACD state.

### **ACD Agent BLF – Presence (Note: requires ACD Agent overlay licence)**

This report style shows a list of all ACD Agent identities in a summary icon view. Call and ACD statistics can be displayed by hovering the mouse over an icon. When run against the "Real-Time" date/time option, this report type also supports dynamic row highlighting and alerts based on the corresponding device's call or alert statistic state:

### **ACD Activity Log (Note: requires ACD Agent overlay licence)**

This report style generates a historic list of ACD sign-in, sign-out, and other ACD status change instances performed by ACD agents. The reporting style can be run against any date/time option. However, when the style is run for the "Real-Time" date/time option, newly performed ACD state changes are automatically appended to the end of the generated report output as they occur on the telephone system. The report list also contains ACD status entries that are automatically created at the beginning of the day, for every agent that remained signed in at the end of the previous day. These entries are created so that other reports run on the current day are able to determine when these agents were signed in from and calculate ACD statistics for them accordingly. The starting time of day used is the value set by the administrator user against the partition (tenant) that your particular telephony devices reside within. The default for this starting time of day setting is 12:00am, although you can request your administrator changes it to suit your specific working shift time requirements.

### **2000 Wallboard**

This report style displays real-time statistics in large individual tiles, where each statistic can have a specifically configured alarm. The report shows an overall summary of business or call centre performance, which for some appropriate environments can be displayed on a large plasma screen in order to show key call handling metrics to phone users, team leaders, and managers.

The 2000 Wallboard differs from the 1000 variant by additionally supporting the display of ACD specific statistics such as Busy, Not-Available, Wrap Up, Sign-In etc.

## **2.3 PROVISIONING AND ADMINISTRATION**

### **2.3.1 Initial Deployment**

Redcentric will create a Customer area on the reporting platform and provision the Customer with the required quantity and type of licences. The Unity Call Reporting service includes a number of default reports but please note that where the Customer requires Redcentric to configure assist with building custom or complex report configurations, this will attract chargeable technical consultancy.

### **2.3.2 Administration**

The Customer is responsible for all on-going changes to the reporting service. This includes customising and managing reports and administering user and supervisor access and rights.

### **2.3.3 Licences**

The Customer must contact Redcentric to request additional licences.

## 2.4 TECHNICAL REQUIREMENTS

### 2.4.1 Prerequisites

The Unity Call Reporting service can only be used with Redcentric's Unity IP telephony service. Customers must have purchased the necessary licences to use the Unity Call Reporting service.

### 2.4.2 Supported web browsers

The Unity Call Reporting service is known to work with:

- Internet Explorer 6, 7, 8, 9 & 10 running on Windows XP to Windows 8.
- Internet Explorer 10 running on Windows 8 RT
- Mozilla Firefox.
- Google Chrome.
- Safari running in Apple iOS.

## RESPONSIBILITIES

### 2.5.1 Customer Responsibilities

- Customisation of reports (unless otherwise provided by Redcentric as chargeable consultancy)
- Payment of all charges associated with the reporting service and Unity IP telephony service
- Ensuring data protection policies are adhered to through appropriate administration of user access to the reporting service
- Secure administration of user credentials and use of secure passwords

### 2.5.2 Redcentric Responsibilities

- Availability of the call reporting service
- Creation of Customer area on the call reporting platform
- Provision of supervisor / user on the reporting platform

## 3 IMPLEMENTATION AND ACCEPTANCE

### 3.1 ACCEPTANCE CRITERIA

- Supervisor can access the reporting portal
- Supervisor can view the standard range of reports, in line with the licence specification, for licensed extensions
- Supervisor can customise reports within the available scope of the Unity Call Reporting Service
- Supervisor can configure email reports



## 4 SERVICE LEVELS AND SERVICE CREDITS

### 4.1 SERVICE LEVELS

In the event of a severe incident, which is defined as any of the following:

- A total Unity Call Reporting service outage.
- When the Unity Call Reporting service cannot be accessed via the web portal
- When the Unity Call Reporting service is not reporting on more than 25% of devices

The target time for service restoration Service Level is not more than 4 hours.

### 4.2 SERVICE CREDITS

No service credits are applicable to the Unity Call Reporting service.

## 5 DATA PROCESSING SCOPE

- Redcentric does not access, alter or use any application data that is running on the Call Reporting Service except as specifically stated below.
- In terms of operating the Call Reporting service, API commands are passed into the Call Reporting associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Call Reporting service.
- Users that have the appropriate role/privileges assigned to them access the service via a secure web portal to configure, generate and review Reports.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.

### 5.1 DATA STORAGE AND UNENCRYPTED DATA

- All Customer service deployments created after & including Q3 2015 are encrypted using 256-bit AWS *Server-Side Encryption* (and stored within S3 storage within AWS "Availability Zones". 128-bit client-side encryption is additionally applied before the encrypted data set is uploaded to Amazon S3 over TLS/SSL
- All access to data within the Call Reporting service is via secure portal.
- All access to data is restricted to Customer identified users.

### 5.2 DATA PROCESSING DECISIONS

- In the normal course of business Redcentric does not make any data processing decisions in relation to the Call Reporting Service. Processing is automated and instigated by the Customer.
- Redcentric Support can be asked by the Customer to intervene in the event of an issue with the Service. In such a case Redcentric may make decisions that can affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

### 5.3 SERVICE CONFIGURATION WITH RESPECT TO DATA

- The initial service configuration is built using a combination of Redcentric and Customer provided information.
- As data controller, Redcentric holds the following information on Users on Redcentric's BroadWorks telephony service delivery platform:
  - **Company Information:** Company Name, Address,
  - **Account Admin User Data:** First name, Last Name, Email Address, Phone Number, Company Address
  - **User Data:** First Name, Last Name, BroadWorks Username, Optional: Email Address
  - **Call Metadata:** Party A, Party B, Call Length, and other SIP attributes or the CDR: Time and Date, BroadWorks Enterprise ID, GroupID and UserID, Call TrackingID and CallID.

Akixi (se 5.5) below) hold the following Akixi and BroadWorks information on Users:

- Akixi Telephony Platform:
  - Application User - configured & run, number of invalid password attempts, and access password. Only a multi-digest derived value is stored for the password value, which is additionally stored encrypted at the server-side using 128-bit encryption.
  - Device Details - E-mail address, full name, last login date/time, number of scheduled reports
  - Agent Details - Extension number and full name.
  - Historic Call Activity - Calling telephone number, unique call identifier, called telephone number, originating ACD agents & extension, called ACD agent & device, answering agent & device, call start time, answer time, end time, and termination reason.
  - Historic DND Activity - DND state change time and extension number.
  - Historic ACD Status Activity - Agent sign-in time, ACD state change type, ACD state change time, extension number, and ACD agent.
- Broadworks Platform:
  - Device Details - Main public number, BroadWorks UserID, owning Enterprise ID & Group ID, department path, and owning Company name.
  - Agent Details - Main public number, BroadWorks UserID, owning Enterprise ID & Group ID, department path, and owning Company name.
  - Call Recording Integration Details - Call Recording Integration Details
  - Historic Call Activity - BroadWorks Call **extTrackingId** value and account/disposition code.
  - Historic ACD Status Activity - Not Available code.

## 5.4 DATA BACKUP

- Akixi performs both daily & weekly database data backups to Amazon S3 , which provides over 99.99% durability.
- Identified Users at the Customer organisation have direct access to the stored recordings (Section 5.7)
- Data At Rest
  - Akixi maintains 2 years of data backups in the Amazon S3 repository. Backup data older than 2 years are permanently & irreversibly deleted.
- Active Akixi Service Data
  - Active data is defined as Akixi Service configuration such as Devices, ACD agents, and User credentials, as well as all historic call and ACD & DND activity data for the last 13 months. Active data older than 13 months is automatically deleted

## 5.5 SUB-PROCESSORS

- The following parties are involved in delivering the Call Reporting service:
  - Akixi: Secure web connection via HTTPS is utilised to transit call messaging information files between Redcentric and Akixi/AWS.
  - Akixi: Akixi stores the encrypted messaging data within the AWS cloud.
  - Amazon Web Services (AWS): host the Akixi platforms associated with providing the service.

## 5.6 CUSTOMER ACCESS TO DATA

- The Customer has login rights to the Call Reporting service via secure web portal.
- Access to the Call Reporting service is based on roles and responsibilities defined by the Customer as part of the service setup.
- Redcentric can access reporting data, but would only do this after a formal support request by the Customer/authorised user.

## 5.7 SECURITY ARRANGEMENTS AND OPTIONS

- The platforms associated with delivering the reporting service are hosted within AWS Availability Zones with physical data centre security and cyber security measures in place to protect the back-end systems and platforms.
- Customers have access via a secure portal to manage their own reporting and user configuration and access their own reports, but they are unable to interact directly with the back-end systems to modify any service wide configurations.
- Customer access to the portal uses role-based access controls (RBAC), integrated with Redcentric core voice platform
- Application Level Security
  - **User Authentication** - User authentication is digest based with a randomly generated nonce.
  - **Password Credential Storage** - We never store the originally specified password for End User credentials, which are required when signing into to either the Akixi Service web portal, or the Akixi Mobile Phone Application. Instead a multi-digest derived value is calculated, which is additionally stored encrypted at the server-side using 128-bit encryption.
  - **User Credentials Recovery** - The Call Reporting Service allows reporting users to reset their password credentials via a self-service mechanism, which prompts for the user's e-mail address and a Captcha challenge response. The facility then automatically generates an expiring URL, which the corresponding user invokes to change their password. Failure indications that might aid a potential attacker, such as whether a user exists or not, are also only ever depicted within the generated e-mail.
- **HTTPS Support** – All reporting information is accessed via secure web portal via HTTPS.

## 5.8 SERVICE OPTIONS

- Customers have the option to take the Redcentric Managed Server Service, in which case:
  - as part of that Service, Redcentric will manage the initial Customer setup based on defined and agreed Customer requirements; and

the Data Processing section (Section 5) of the Redcentric Managed Server Service Definition applies.

## **HARROGATE** (HEAD OFFICE)

Central House  
Beckwith Knowle  
Harrogate  
HG3 1UG

## **THEALE**

2 Commerce Park  
Brunel Road  
Theale  
Reading  
RG7 4AB

## **CAMBRIDGE**

Newton House  
Cambridge Business Park  
Cowley Road  
Cambridge  
CB4 0WZ

## **READING**

3-5 Worton Drive  
Reading  
RG2 0TG

## **LONDON**

Lifeline House  
80 Clifton Street  
London  
EC2A 4HB

## **HYDE**

Unit B  
SK14 Industrial Park  
Broadway  
Hyde  
SK14 4QF

## **INDIA**

606-611, 6th Floor  
Manjeera Trinity Corporate  
JNTU – Hitech City Road  
Kukatpally, Hyderabad – 72

**0800 983 2522**

**[sayhello@redcentricplc.com](mailto:sayhello@redcentricplc.com)**

**[www.redcentricplc.com](http://www.redcentricplc.com)**

**redcentric**  
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