

REDCENTRIC

DUBBER CALL RECORDING SERVICE DEFINITION

SD081 V2.1

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1 SERVICE OVERVIEW

Redcentric's Dubber Call Recording / Voice AI service is a hosted service for use with Redcentric's IP Voice hosted telephony service.

Dubber Call Recording delivers:

- Recording of inbound and outbound calls
- Secure/encrypted storage of recorded calls
- The ability to search, retrieve, tag, playback, share, download and delete** recorded calls
- Full API access to the service that can be utilised by Customers

** - User profile dependant

Voice AI Service delivers:

- Recorded calls are transcribed
- Keywords are timestamped and extracted
- Transcribed calls are sentiment scored
- Users are notified of negative calls

Typical Recording / Voice AI applications:

1. **Training.** Recording calls can assist in delivering training to employees on how to engage with and manage customer calls to:
 - Increase sales
 - improve the Customer experience
 - Increase Customer satisfaction
2. **Quality Monitoring.** Reviewing calls and transcriptions allows an organisation to sample and monitor the quality of service being provided.
3. **Regulatory Compliance.** Many companies are regulated by industry watch dogs and are required to record, store and retrieve call quickly to meet the regulations
4. **Personal Assistant.** Allows individual users to retain and retrieve calls to assist them in their personal and work activities.
5. Early notifications of negative customer interactions driven by sentiment scoring of all calls.

2 SERVICE DESCRIPTION

2.1 DUBBER CALL RECORDING SERVICE

The Dubber Call Recording service is built on a managed software based platform hosted in Amazon Web Services (AWS) and integrated into Redcentric's hosted IP telephony solution.

This replaces the need for any Customer site based call recording equipment, removes the need to store call data on site and reduces upfront capital expenditure.

The Call Recording service is for exclusive use with Redcentric's managed, hosted Unity IP Voice service.

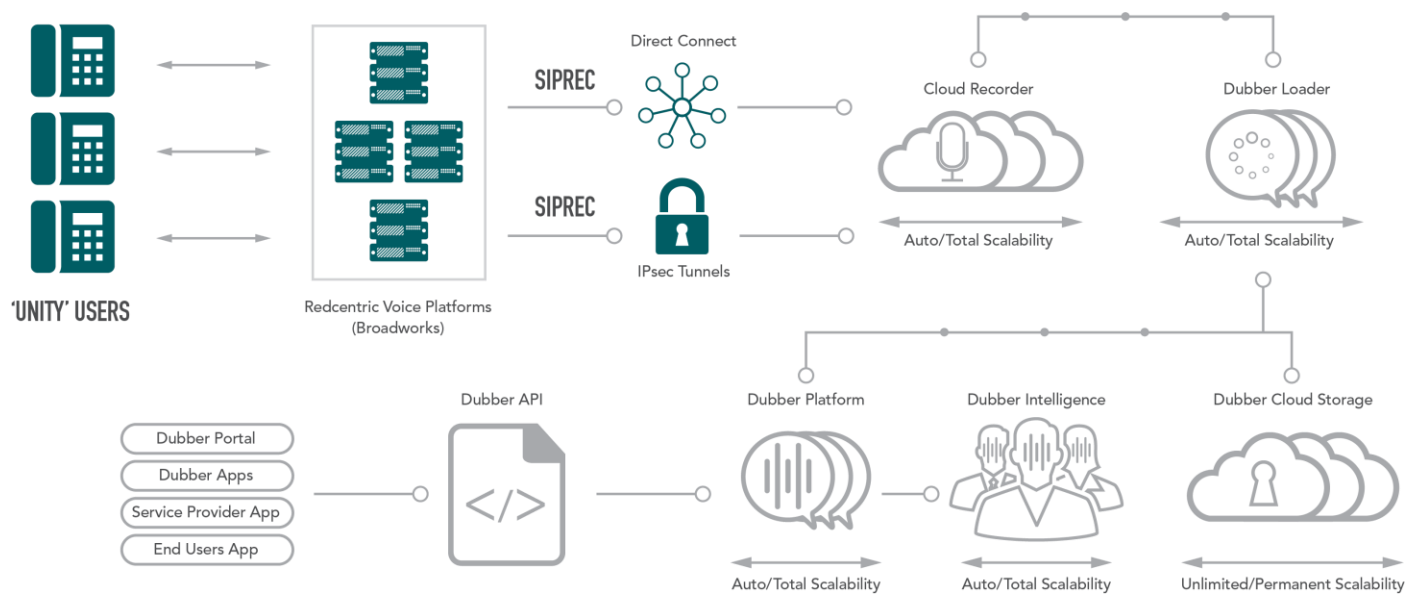


Figure 1: Redcentric's – Dubber Call Recording Architecture

2.2 CALL RECORDING OPTIONS

Standard Call Recording Options:

Always-On (Reserved User): All calls to and from a licensed user will be recorded and stored for future retrieval and replay.

Playback: All calls to and from a licensed user are recorded and held in temporary storage. The user has 72 hours from the end of the call to log in to the portal, or smartphone application to confirm if they'd like to retain the identified call. Calls not marked for retention **will be deleted**.

Calls marked for retention within a 72-hour period, will be retained for 30 days and **can only be accessed by that licensed user**.

Media Restrictions

Media restrictions define which calls within the organisation and outside of the organisation are recorded. Options as to which calls are recorded are defined below:

- **External only** – calls to / from the Public Switched Telephone Network (PSTN) are recorded.
- **External and site to site** – calls to / from the PSTN and to / from other sites within the Customer enterprise are recorded.
- **External and internal all** – calls to / from the PSTN, to / from other sites and between users on the same site are recorded.

Type	External only	External and site to site	External and internal all
Calls to / from the PSTN	✓	✓	✓
Calls between users at different sites within the Enterprise	x	✓	✓
Call between users at the same site	x	x	✓

(A "user" is a Unity IP Voice user provisioned with the Call Recording service.)

Note: recording calls between users at the same site uses additional bandwidth across the WAN when internal calls are made. This must be accounted for when calculating bandwidth and call concurrency requirements.

2.3 MANAGEMENT AND USER INTERFACE(S)

Call Recording Portal

The Call Recording Portal is a permission-based web portal. The portal contains an embedded media player allowing users to both play recordings back and manage other elements and functions associated with the recording. The media played is built into the user interface, so no additional components are required to play back calls.

Access policies for call recordings / transcriptions

- Account Admin users have the ability to listen to all calls on the account
- Users have the ability to listen to their own calls, if they have been provided with this level of access
- Teams
 - Listeners – Users within Teams can have their profile set as a 'Listener'. This allows a team leader or supervisor to listen to the calls recorded within that logical team.
 - Contributors – Individual users can be set as a 'Contributor' meaning that they can't listen to recorded calls.

Searching Recordings / Transcriptions

Recordings / transcriptions can be searched for within the web portal by users. The scope of the search includes:

- Displayed name / call owner – the user who recorded the call
- The number appearing in the Call Detail Record (CDR) or metadata – can track inbound and outbound calls
- Any information included within the metadata
- Tags
- Smart words
- Calls by month or specific date,

The search function is a Boolean search and the user can build up a search by entering multiple elements into the search field.

Call Recording Playback

Call recordings may be played back using the web portal, or by utilising the API. During playback, the user may pause, resume, stop or replay the recording at any point.

The user is presented with the details of the recording, under the information option, have the ability to add tags to the call, which notes a key word or phrase about the call.

Functionality available to the user from within the call playback interface include:

- Mark a recording as favourite.
- Add and/or delete call tags
- Share a recording
- Downloading of the recording if they have been provided with this level of access
- Delete recordings

Note: to playback calls no on-site download of a player is required.

Tags

Tags are keywords which can be entered onto the call recordings, allowing future searches to be carried out based on the keyword.

- Multiple tags can be assigned to a single recording.
- Tags can be applied to multiple recordings at once.
- When entering a tag, predictive text will display tags which have already been entered on other calls and allow the user to select from the drop-down list which match as the user types or they can enter a new tag or statement.

Sharing Recordings

Dubber recording offers additional security to users by providing the option to share recordings. Downloading recordings and emailing them reduces the security by allowing others to copy and alter them. To prevent this and enhance security, Dubber Recording Sharing offers a highly secure way to share recordings without the need to download them.

Through Dubber Recording Sharing, a secure link is sent to a recipient, offering them the ability to connect to Dubber and listen to the recording. The user does not need to be hold a Dubber account.

For enhanced security of this sharing method, links sent to 3rd parties are only available for a fixed duration, after which the secure link ceases to work.

Note: *It is very important to note that neither Redcentric nor Dubber have any ability to listen to, share or download end users recordings. All recordings are encrypted and can only be decrypted by explicitly identified users within the end customer's account.*

Filter Option

The filter option allows users to be able to very simply filter out traffic based on:

- If the call was noted as favourite
- If the call was a voice mail
- Show any calls which have tagged applied.

Smart Words

The capability is currently not available within this release.

2.4 SMARTPHONE APPLICATION

Supported Platforms

The Dubber 'Playback' Smartphone application is currently supported on both the Android and iOS platforms and available for download from their respective App. Stores. To locate the application just type "Dubber" into the respective search fields.

Minimum supported version = Android version 4.1

Minimum supported version = iOS version 9

User Access

'Playback' users can login to the app with their Unity credentials.

Initial Settings

*Users should set the 'Region' setting to **Great Britain**.*

Push Notifications

Users wishing to get push notification reminders of call activity, should enable the setting

Blacklist/Whitelist

The Playback App. will retain all calls for 72hrs. The Blacklist/Whitelist provides the Playback user with the options to always record and retain call(s) from identified numbers via a whitelist entry, or always discard call(s) via a blacklist entry without manual intervention.

2.5 VOICE AI SERVICE

The Voice AI service is an optional extra that can be added to any new, or existing recorded user. The service provides users with the ability to fully transcribe and sentiment score a call as being overall positive, negative or neutral. If required negatively scored calls can then be immediately notified to identified users for review and actioning.

Transcription

The AI's voice-to-text transcription service provides users with the ability to search and instantly retrieve any call that has been recorded. The service generates a full transcription of a user's call(s), the output of which makes every word of the transcription fully clickable, allowing users to easily navigate to the exact point in the call where a word was spoken.

Sentiment Scoring

The sentiment scoring & notifications service analyses the language used throughout a conversation to provide a sentiment rating of positive, neutral, or negative of every transcribed call. Sentiment ratings are assigned to each sentence as well as the entire call. This overview allows users to pinpoint the exact moment that sentiment changed during a call.

Enhanced Notifications

Custom alerts can be configured to notify nominated user(s) of calls that have been rated with a negative sentiment. Managers and supervisors can then quickly identify calls that require attention, view a visual representation of caller emotions during a call, and accurately pinpoint the moment in a conversation that requires a follow-up action.

3 IMPLEMENTATION AND ACCEPTANCE

3.1 SERVICE PROVISIONING

Redcentric Provisioning Responsibility

As part of the initial account setup, Redcentric will configure all Customer accounts and associated users and 'dub points'. All subsequent user account and 'dub point' provisioning will be the responsibility of Redcentric as part of the standard contracting process.

3.2 LICENSES

There are two licensed user types:

Always-On (Reserved User): – Licensed per user and includes an allocation of 100,000 minutes of call recording storage.

Playback User: Licensed per user and includes 3 playbacks per month. All additionally saved recordings will incur a per playback charge.

Notes:

Voice AI User: Licensed on a per user basis as a monthly subscription.

Voice AI Usage: There will be a per minute usage charge for the transcription of all calls.

The Playback charge allows a unlimited playback of a kept recording for 30 days.

3.3 CALL RECORDING STORAGE

All calls/transcriptions are stored on the Dubber platform in the AWS S3 infrastructure.

Recorded files are stored as .wav files and converted to MP3 as required. The storage of the native .wav files allows for accurate processing through intelligence engines.

Calls recorded using the Dubber Call Recording service are stored fully encrypted centrally within Amazon Web Services Great Britain (GB) based data centre(s). All recordings are stored fully 256 AES encrypted and only accessible by explicitly identified users of the recording service.

3.4 CALL RECORDING STORAGE ALLOCATION

As part of the purchased call recorded license, **each recorded 'Always-On' user** will be allocated one hundred thousand (100,000) minutes of voice recording storage. Additionally, the total minute allocation will be aggregated across the Enterprise.

Example: A single Customer Enterprise with 10 x 'Reserved' call recording users will have a combined storage allocation of 1 Million voice minutes.

3.5 RECORDING / TRANSCRIPTION RETENTION POLICY

The default recording and Voice AI retention policy for the '**Always-On**' user is to store all recordings & transcriptions for the duration of the agreed contract, subject to the individual and aggregated minute allocation.

Should the limit of an individual and/or the Enterprise be exceeded during the contract term the Customer can choose to purchase additional 100,000-minute bolt-on(s) for the identified user(s). The service can be delivered with the following retention options:

- 30 Days
- 60 Days
- 90 Days
- 12 Months
- 36 Months

The default recording retention policy for '**Playback**' user is 30 days.

3.6 EXCESS CHARGES

3.1.1 Excess Storage Charges

In the event an individual user exceeds the 100,000-minute allocation, additional storage can be purchased in 100K minute blocks and assigned to the identified user.

Additional storage will be assigned to a nominated user but will also count towards the Customers increased aggregated minute allocation.

3.1.2 Excess Voice AI Charges – Google

In the event that a customer using the Google AI engine exceeds their contracted minute allowance, excess minutes will be charged at the agreed rate.

Note: Redcentric will provide the Customer's account Administrator with advanced e-mail notification once an individual user reaches the 80% (80,000 min) minute watermark.

3.7 DATA EXTRACTION

Call recording data will be made available to Customers for a period of 30 days post contract cessation. Customers will have the ability to extract all recordings via Application Programming Interface (**API**). Redcentric can also provide a data extract but reserve the right to charge for the service.

3.8 SUPPORTED CALL SCENARIOS

Subject to Media Restrictions configuration, the following call scenarios are supported and will be recorded by licensed users:

- Inbound calls
- Outbound calls
- Transferred calls
- Forwarded calls
- Remote Office calls
- Calls to a Hunt Group (recorded by the answering user)
- Calls to a Call Centre (recorded by the answering user)

Note: in certain call scenarios, multiple call recordings may be produced.

3.9 UNSUPPORTED CALL RECORDING SCENARIOS

In the event of a call recording network failover, call recordings in progress will be truncated at the point of failover. Truncated calls will be available in the Customer account within 24hrs.

3.10 CALL RECORDING WITH UNITY GROUP SERVICES

Users who are assigned to Hunt Groups or Call Centres can be recorded, but they still require individual user licences to them.

Note: it's not possible to licence the Hunt Group or Call Centre and for all calls into it or out of it to be recorded.

3.11 CALL AND TEXT RECORDING WITH REDCENTRIC MOBILE SERVICE

The service is currently not released.

3.12 TECHNICAL INFORMATION

Browser Support

User access to the portal is via a secure Internet browser session. (<https://cr.redcentricplc.com/login>).

The recording portal is built on HTML5 and requires no additional software installation.

Internal Call Recording – Bandwidth Requirements (Media Restrictions Option)

The recording of inbound or outbound external calls does not consume any more bandwidth than a normal Unity IP Voice call, where an external call is defined as a call between a call recorded user and a party on the PSTN (Public Switched Telephone Network) or a recorded user on one site and a recorded user on another site.

Separate sites are defined as sites connected via different WAN connections.

Where calls between users on the same site are recorded, an additional voice channel across the WAN will be consumed for each internal user's call. This is the case for all users involved in a recorded, internal call, even if the second party on the recorded call is not a call recording user. I.e. a call between a call recording user and a non-call recording user will still consume two voice channels.

Where full internal call recording is specified, additional voice channel capacity must be factored into the WAN connection.

The table below provides some examples of additional bandwidth consumption above that of normal Unity IP Voice calls.

Call recording scenarios for calls between users on the same site	Additional voice bandwidth consumed
Call recording user calls a call recording user	2 channels
Call recording user calls a non-call recording user	2 channels
Non-call recording user calls a non-call recording user	0 channels

Note: Failure to provide adequate additional bandwidth allocation to sites requiring full internal call recording will result in users getting unexpected network busy issues.

Changes to user ID

The Dubber Call Recording service is provisioned using a 'dub point', multiple 'dub points' can be associated with a 'Dubber User', they are not recorded against a DDI. If the DDI changes on a user account, the 'dub point' does not change and will carry on recording against the Broad works UserID

3.13 SERVICE ORDERING

New Call Recording/Voice AI Services are ordered by way of Redcentric standard contract process. Subsequent orders can be placed by an authorised person completing the online information via Redcentric's "Inform" portal. Orders can be raised using the following part code(s): Product ordering codes

Part Code	Description	Pricing Notes
N-IPVC-951	Dubber Call Recording - Setup (Per Customer)	One Off Setup
N-IPVC-952	Dubber Call Recording - Always On (Reserved User).	Monthly Charge Per User
N-IPVC-953	Dubber Call Recording – Playback User License	Monthly Charge Per User
N-IPVC-954	Dubber Call Recording Playbacks (Per Playback)	Charged Per Playback
N-IPVC-956	Dubber Call Recording - Always On Extended Storage 100,00 minute Bolt-on	One Off Charge
N-IPVC-957	Dubber Voice AI (Per User)	Monthly Charge Per User
N-IPVC-958	Dubber AI Usage (Per Minute) *	Charged on a per minute basis.

Table 1: Product Ordering Codes

Notes:

- The Voice AI service is charged on a per minute basis, minimum call charge of 1 minute applies.
- For billing purposes, all transcribed calls will be rounded up to the nearest minute.

3.14 ON-BOARDING PROCESS

Redcentric's on-boarding comprises of a project managed, five phase technical and business consultative process.

Phase 1 – Redcentric presales to work with the Customer to clearly capture & document recording / Voice AI requirement(s).

Phase 2 – Redcentric Provision all users with call recording / Voice AI service.

Phase 3 – Redcentric Perform standard calling/transcription scenarios to demonstrate calls being recorded and transcribed.

Phase 4 – Redcentric provide Customer training – Ensuring Customer can access, review, retrieve, tag, share, download and delete** recordings / transcriptions.

Phase 5 – Customer sign off.

Note: ** Only user(s) with appropriate privileges can delete recordings / transcriptions.

3.15 ACCEPTANCE CRITERIA

The following are the acceptance Criteria applicable to the Unity Call Recording Service:

- Customer management portal access provided
- Customer can add Unity IP Voice users to the Unity Call Recording Service
- Licensed, Unity IP Voice users' calls are recorded, in line with service options
- Calls / transcriptions can be searched for, listened to, shared and downloaded via the Customer management portal

Note: Access to listen, share and/or download recordings is based on Customer defined setup requirements.

3.16 DECOMMISSIONING PROCESS

Upon expiration or termination of the Call Recording contract, the following steps are followed as part of the decommissioning process:

Phase 1 - Contractual

Expiration of the service contract or the Customer decides not to renew. This may also include early termination by the Customer, subject to payment of early termination fees.

Phase 2 - Service Decommission

Cessation of the Call Recording / Voice AI Service and any associated optional features, plus the removal of user accounts from the core platform(s).

Phase 3 – Recording Removal

Recording & Transcription data will be made available to Customers for a period of 30 days post contract cessation. Customers will have the ability to extract all stored data via Application Programming Interface (API). Redcentric can provide a data extract but reserve the right to charge for the service.

4 SERVICE LEVELS AND SERVICE CREDITS

4.1 SERVICE LEVELS

The Service Levels applicable to the Dubber Call Recording Service are as follows:

Service Level: Measurement Period: Month	
Measured element	Service Level
Availability (Core System)	Not less than 99.99%

“Core System” is defined as the Dubber Call Recording platform’s ability to record and store calls. It does not include the management and provisioning interface (also incorporating access to stored calls).

4.2 FLOOR SERVICE LEVEL

The Floor Service Level applicable to the Dubber Call Recording Service in respect of Availability of the Core System is 85.0% in any given month.

4.3 SERVICE CREDITS

The Service Credits applicable to the Dubber Call Recording Service shall be calculated as follows.

The formula for calculating the Service Credits shall be:

$$\text{Service Credit} = \frac{C \times S}{MS}$$

Where:

S = the number of seconds by which Redcentric fails to meet the Service Level for Availability in the relevant Month (subject to the provisions of paragraph 4.2 above)

C = total Charges payable in respect of the Unity Call Recording Service for the same Month

MS = total number of seconds in the same Month

5 DATA PROCESSING

5.1 DATA PROCESSING SCOPE

- Redcentric does not access, alter or use any application data that is running on the Call Recording / Voice AI Service except as specifically stated below.
- In terms of operating the Call Recording / Voice AI service, API commands are passed into the Call Recording associated supporting servers to orchestrate the build/management of identified users that have subscribed to the Call Recording / Voice AI service.
- Users that have the appropriate role/privileges assigned to them access the service via a secure web portal to review Call Recordings / transcriptions. Note: Only users with the appropriate privileges can listen, share or download recordings / transcriptions.
- The agreed roles and responsibilities are provisioned based on documented Customer requirements.
- No data is backed-up by or as part of this Service. All recordings are stored 256-bit Advanced Encryption Standard (AES-256) encrypted within Amazon Web Services (AWS) – see 5.5 below.

5.2 DATA STORAGE AND UNENCRYPTED DATA

- All Customer data will be encrypted and stored within S3 storage within the UK AWS “Availability Zones”.
- All data within Dubber including metadata, personal data and recording data are fully encrypted using one of the strongest block ciphers available:
 - 256-bit Advanced Encryption Standard (AES-256)
 - Every protected object is encrypted with a unique encryption key
 - This object key itself is then encrypted with a regularly rotated master key
 - Random file names protect recording identification
 - Encrypted S3 buckets secure encrypted recordings
- All access to data within Dubber is restricted via the Dubber Portal or via the Dubber API. Any access to either the portal or API are controlled by HTTPS protocol.

5.3 DATA PROCESSING DECISIONS

- In the normal course of business Redcentric does not make any data processing decisions in relation to the 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 affect data processing, but such actions will only be undertaken at the request of and in conjunction with the Customer.

5.4 SERVICE CONFIGURATION WITH RESPECT TO DATA

- The service configuration will be done by Redcentric as requested by the Customer.
- The initial service configuration is built using a combination of Customer provided information.
- Redcentric and Dubber each hold the following information on Users:
 - **Company Information:** Company Name, Address, Plan Type
 - **Account Admin User Data:** First name, Last Name, Email Address, Optional: 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.

5.5 DATA BACKUP

- No data is backed-up by or as part of this Service. All recordings and meta data is held within AWS S3 for the duration of the committed term of the contract.
- Identified Users at the Customer organisation have direct access to the stored recordings (Section 5.7)

5.6 SUB-PROCESSORS

- The following parties are involved in delivering the Call Recording service:
 - COLT: A private VPN is utilised to transit the media files between Redcentric and Dubber/AWS.
 - Dubber: Dubber stores the encrypted media and meta data within the AWS cloud.
 - Amazon Web Services (AWS): host the Dubber platforms associated with providing the service.
 - Google: for the purposes of Speech to Text processing and Sentiment analysis.

5.7 CUSTOMER ACCESS TO DATA

- The Customer has login rights to the Call Recording / Voice AI service via secure web portal.
- Access to recordings / transcriptions is based on roles and responsibilities defined by the Customer as part of the service setup.
- Redcentric can only confirm that a User recording has been captured. Redcentric does not have access to listen to recordings or read transcriptions. The Customer Admin has the rights to listen to recordings and read transcriptions within their own account.
- Individual Users can listen to their own recordings and read their own transcriptions if defined by the Customer as part of that User's call recording setup

5.8 SECURITY ARRANGEMENTS AND OPTIONS

- The platforms associated with delivering the recording service are hosted within AWS UK 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 configuration and access their own recordings, 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

5.9 SERVICE OPTIONS

- Customers have the option to take Redcentric's Call Recording / Voice AI 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 Dubber Call Recording Service Definition applies.

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