The Placetel UC-One Call Recording service provides fully hosted solution to record, store, organize, and access recordings of customer calls. The service can be used to cost effectively address regulatory compliance obligations, monitor quality control, training, or dispute resolution. Call Recording is a feature rich solution which has the capability to meet the needs of all sizes of customers. The following table details each of the service features.

Feature	Feature Description
Record	Recording Calls may be enabled for users in one of two methods: Always On or On-Demand. With Always On, all calls are recorded for the user. With On Demand, the user must enter DTMF digits from their phone to record a call. The DTMF digits may be entered at any time on a call before it is disconnected and the entire call will be recorded.
Replay	Site Administrators are able to view their site's recorded calls from the Recorded Calls tab in the dashboard and playback the calls using their default media player on their device.
Inbound Pre-Alert Announcement	An optional feature that allows a custom announcement to be played to inbound callers informing them that the call is being recorded. This is played before a call is presented to a user and is not recorded. This is an Account level feature that requires a custom announcement to be loaded by the Administrator and enabled with a defined time schedule. Other options include allowing the announcement to be interrupted by the caller and user specific pre-alert announcements.
Encryption	To meet various government standards and regulations, recorded calls and screen recordings are encrypted to maintain the integrity of those recordings. The AES-256 (Rijndael) encryption algorithm is used to encrypt the recorded files. The key for the encrypted file is a user-generated pass phrase. This passphrase is encrypted using the triple data encryption standard (3DES). This key is then joined with an encrypted sub-part which contains, minimally the database call ID of the record (although other elements might be added to this encryption key sub-part. This combined key is then used to actually encrypt the audio or video file.
Verification	The Verification feature performs a comparison between two recording files to determine whether they are or are not the same recording. It is additional tool that can be used to satisfy regulatory and security issues. This feature uses MD5 fingerprinting that is tagged to the recording file. The MD5 fingerprinting can be used on a comparative file to determine if it is the exact same recording as the file saved in the Call Recording service.
Online Storage	Recorded Call Files are accessible via the internet by the Administrator through your My Site portal. Since the files are stored on the Placetel UC-One platform in the cloud, these recordings are easily accessible and eliminate the need to purchase and administer on site hardware.
Dashboard	The Call Recording Dashboard provides an easy to use web interface enabling management of the Call Recording service. The Home Tab provides Administrators with a real-time view of the system data including information about the total number of calls in progress, active call handlers, calls, duration recorded, calls in the recycle bin, and available audio storage. The Dashboard is divided into eight distinctive panes that give you a pictorial and data overview of your company's current call usage: First Look, Calls by Category, Frequent Callers, Calls by Location, Call Handler Summary, Active Call Handlers, Recent Calls, and Activity & Heat Map. Where applicable, the panes can be viewed as data or as a graph. Additionally, the panes can be reorganized or relocated by clicking on a pane, dragging it, and dropping it in the desired location on the Dashboard. Each pane can also be collapsed by clicking on the arrow in the upper right corner of the applicable pane.

	The Call Recording Tab provides the listing of recorded calls. Within this tab the Administrator may also download recorded calls, export a call list, delete recordings, categorize calls, attach comments to calls, annotate calls, verify calls and filter the call list. The Alert Tab allows the creation of criteria that prompts an alert to be created and shows the list of calls meeting the alert criteria.
Download	By default call recordings are stored for 30 days before they are deleted from the system. Before deletion, however, Administrators are notified via email and given an opportunity to download recorded calls for archival to their systems or media. Administrators may download individual calls or batches of recorded calls into a compressed zip file and saved to the Administrator's computer.
Export	Exporting allows a list of call details to be saved in a csv format file on the Administrator's computer. The exported list shows the following information for each call: Direction, Number, Day, Date, Time, From Number, From Caller ID, To Number, To Caller ID, Redirected From, Redirected To, Duration, Comments and MD5.
Annotate	Annotations allow Administrators to add comments and markers on calls to indicate where in the call a notable event occurred. This may be helpful for training or security reasons to know where in a call a certain event or words were spoken and have the ability to play back the call at a specific point in the recording.
Comment	Administrators can add text comments to calls in progress and recorded calls. These comments can be viewed for each call and also be searched for to find calls with specific comments.
Categories	The ability to create categories for calls is beneficial to call handlers and managers, allowing them to categorize calls into areas unique to their business (for example: geographic region or customer satisfaction). You are then able to filter calls based upon these call categories. Multiple categories can be assigned to a recorded call. Categories are created and managed by the Administrator giving them the ability to customize the categories
Alerts	Administrators can create Alerts based on specific call conditions. When those conditions are met, they will be notified in the Dashboard and optionally with an email with the pertinent details so that they can address any issues or make any necessary changes to current policies or procedures.