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| **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. |