

## Oak Record X Overview

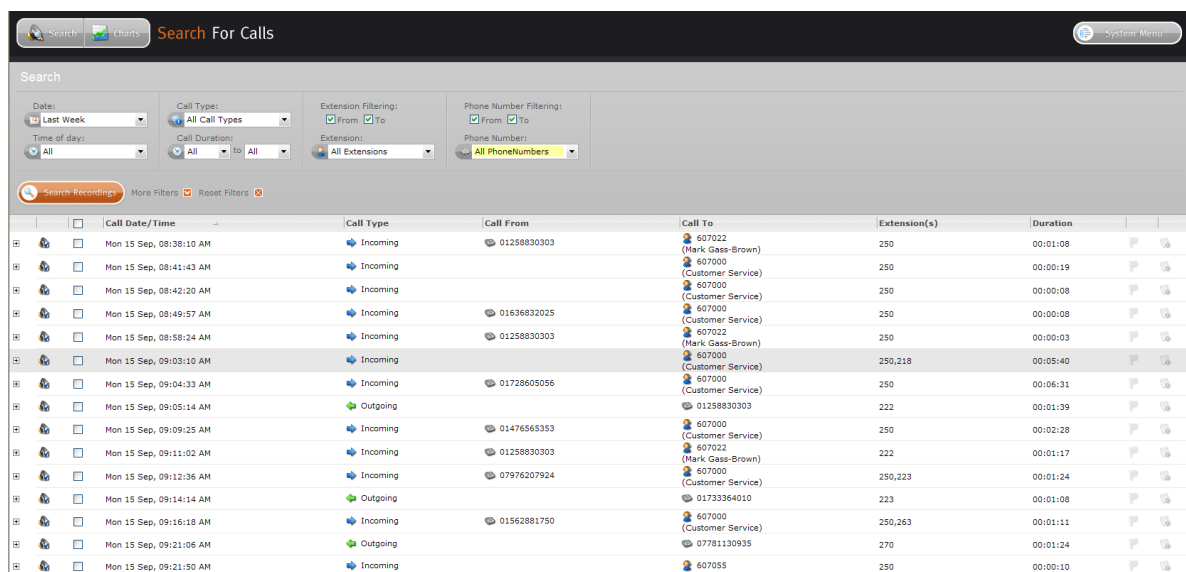
### Call Recording

RecordX call recording is a fully integrated system ideal for recording telephone calls. RecordX provides secure AES encrypted recording required for the latest FSA/PCI regulations.

RecordX's superior record matching uses proven algorithms, previously only used in advanced call logging. This means that organisations that previously had to record every physical extension can now opt for line side recording as a much more cost-effective solution. By integrating with the SMDR output from the PBX calls recorded over the SIP/ISDN can be efficiently matched to their associated extensions.

### Searching for calls

This could not be simpler with the powerful search criteria contained in the simple to use web interface.



The screenshot shows a web interface titled "Search For Calls". It features a search filter panel with the following options:

- Date: Last Week
- Time of day: All
- Call Type: All Call Types
- Call Duration: All, No, All
- Extension Filtering: From, To, All Extensions
- Phone Number Filtering: From, To, All PhoneNumbers

Below the filters is a table of call records with the following columns: Call Date/Time, Call Type, Call From, Call To, Extension(s), and Duration. The table contains 15 rows of data, including call details such as date, time, type (Incoming/Outgoing), and phone numbers.

Call Date/Time	Call Type	Call From	Call To	Extension(s)	Duration
Mon 15 Sep, 08:38:10 AM	Incoming	01258830303	607022 (Mark Gass-Brown)	250	00:01:08
Mon 15 Sep, 08:41:43 AM	Incoming		607000 (Customer Service)	250	00:00:19
Mon 15 Sep, 08:42:20 AM	Incoming		607000 (Customer Service)	250	00:00:08
Mon 15 Sep, 08:49:57 AM	Incoming	01636832025	607000 (Customer Service)	250	00:00:08
Mon 15 Sep, 08:58:24 AM	Incoming	01258830303	607022 (Mark Gass-Brown)	250	00:00:03
Mon 15 Sep, 09:03:10 AM	Incoming		607000 (Customer Service)	250,218	00:05:40
Mon 15 Sep, 09:04:33 AM	Incoming	01728605056	607000 (Customer Service)	250	00:06:31
Mon 15 Sep, 09:05:14 AM	Outgoing		01258830303	222	00:01:39
Mon 15 Sep, 09:09:25 AM	Incoming	01476565353	607000 (Customer Service)	250	00:02:28
Mon 15 Sep, 09:11:02 AM	Incoming	01258830303	607022 (Mark Gass-Brown)	222	00:01:17
Mon 15 Sep, 09:12:36 AM	Incoming	07976207924	607000 (Customer Service)	250,223	00:01:24
Mon 15 Sep, 09:14:14 AM	Outgoing		01733564010	223	00:01:08
Mon 15 Sep, 09:16:18 AM	Incoming	01562881750	607000 (Customer Service)	250,263	00:01:11
Mon 15 Sep, 09:21:06 AM	Outgoing		07781130935	270	00:01:24
Mon 15 Sep, 09:21:50 AM	Incoming		607055	250	00:00:10

- Date – Single day, date range, last 'x' days.
- Time – Within or outside specified hours
- Duration – Longer than x mins
- Channel – Inclusive/exclusive
- Extension – Associated extension number outputted from SMDR data of PBX (Premium & Enterprise Edition Only)
- Dialed Number – Exact or partial match.
- Calling Number – Exact or partial match.
- DDI Number – Exact or partial match

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RecordX allows playback either locally via multimedia speakers or across the LAN using Internet Explorer. Where appropriate it is possible to back-up or archive recordings for storage or security. Calls are efficiently compressed down to 3.8kps meaning that one hour of voice takes up only 13MB.

### CallPlayer

The integrated media player streams the desired call to the users' desktop providing a superior playback experience. With built in options for emailing as wav, marking and flagging. Call Player also allows users to create playlists for quick and easy listening or exporting of multiple calls. There is also an embedded web player available for seamless playback from within the browser interface.



### Call recording and GDPR

If you store and process data in any format that can be used to identify someone, GDPR applies to you. Should a customer request it, you must be able to amend or remove part or all information you have concerning them, if that does not contravene the law or impede your ability to provide them with the service they require.

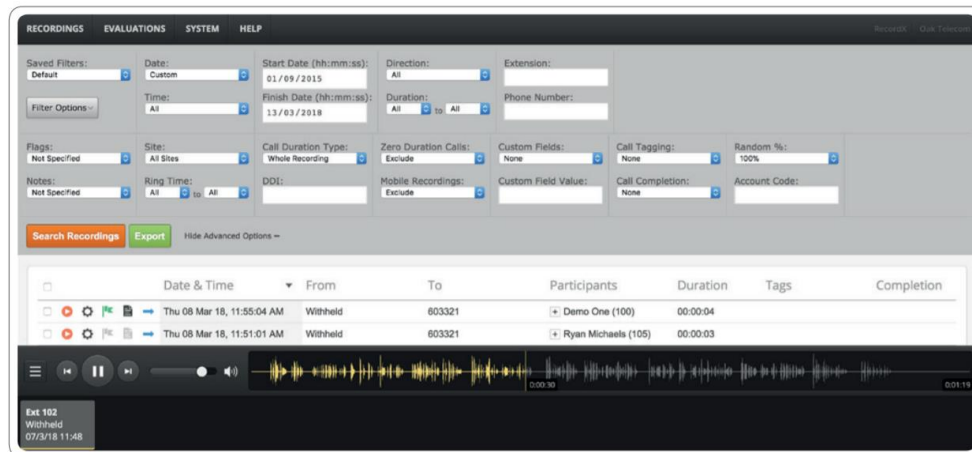
#### The right to be forgotten

“A data subject should have the right to have personal data concerning him or her rectified and a ‘right to be forgotten’ where the retention of such data infringes this Regulation or Union or Member State law to which the controller is subject. In particular, a data subject should have the right to have his or her personal data erased and no longer processed where the personal data are no longer necessary in relation to the purposes for which they are collected or otherwise processed, where a data subject has withdrawn his or her consent or objects to the processing of personal data concerning him or her, or where the processing of his or her personal data does not otherwise comply with this Regulation.”

## Oak Record X Overview

Call recording enables an audit trail of consent to communicate with individuals. However, if you record calls for training or monitoring purposes, you must be able to delete recordings on request unless they must be kept for legislative requirements, such as FCA requirements for capturing financial advice and agreements.

RecordX includes improved data security and compliance options as standard. The Advanced GDPR Pack goes one stage further by simplifying the execution of common GDPR activities and providing GDPR specific reporting to protect your business interests.



### Prevent overexposure of data

Active Directory Integration - Prevent overexposure of data within your organisation by controlling access to the call recording platform. Integrate RecordX with Windows Active Directory to help prevent unauthorised access to your customers' personal data.

### Ensure future calls to/from a customer number aren't recorded

Call recording definitions Ensure future calls to/from a customer number aren't recorded if requested by that customer, if to do so does not contravene other compliance regulations.

### Encryption so recordings cannot be tampered with

Secure encryption All calls recorded are encrypted so they cannot be tampered with, keeping data secure within the system, and intact should you need to send a recording to a customer or regulatory body.

### Recordings for as long as you need

Infinite storage RecordX can store a huge volume of recordings for as long as you need. Calls can be retrieved by date, time, extension, CLI, DDI, user defined flags or even a customer reference if linked to a CRM system using the SDK.