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BUSINESS COMMUNICATION SOLUTIONS

Horizon

Next Generation Call Recording

Version	Date	Description
1.0	09/01/2018	Document Created
1.1	30/01/2018	Updated email link details

Contents

Introduction

Next Generation Call Recording on Horizon allows you to record calls for your Horizon users and securely store these calls for up to 7 years.

The platform provides a tool which, if applied correctly, enables a company to become MiFID II compliant with regards to recording and storing calls.

The features of Next Generation Call Recording which make it a MiFID II compliant solution for call recording are as follows:

A full audit trail is kept of calls and access to those recordings

Calls are encrypted and securely stored on a durable medium, in high quality, ensuring evidential integrity of the recordings.

Internal and external calls are recorded for both fixed and mobile and the recordings are readily available to clients.

![Gamma logo]

Provisioning a new Company for Next Generation call recording.

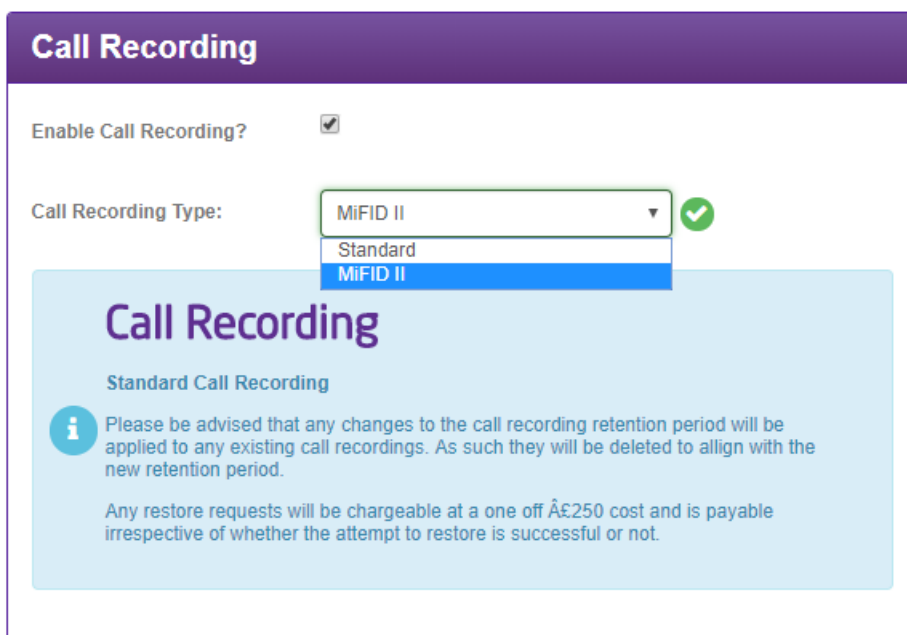When creating your new Horizon Company there are two changes you need to be aware of if you are selecting the MiFID II call recording option.

Step 1

On the call recording tab on step one of the create company stage you will need to use the drop down to select that you want the next generation call recording function which is labelled as MiFID II.

Please Note: By selecting MiFID II you will be given access to the next generation call recording portal where you can go to manage your recorded calls.

If you choose MiFID II recording this is provisioned at a user level, not at a number level. Also, you will not be able to change this to the standard call recording at a later date.

Step 2

On page two of the Horizon create company process you will be able to add in the volume of MiFID II bolt-ons that are needed.

Please Note: The bolt-ons are based on a user and not a number so you will need a bolt-on for each user that you wish to have calls recorded for.

Simply add in the number of bolt-ons needed remembering that you need to allocate these to users not numbers.

Bolt-Ons			Help
Bolt On Name	**Quantity**	**Recommended**	
Integrator - Bullhorn	0	0	
Call Centre Agent Client	0	0	
Call Centre Agent	0	0	
Call Centre Supervisor Client	0	0	
Call Queue Group User	0	0	
Integrator CRM	0	0	
Integrator EMIS	0	0	
Horizon TAPI Driver	0	0	
Integrator	0	0	
Call Recording - MiFID II	0	0	
Receptionist	0	0	
iOS Soft Client	0	0	
Soft Client Mac	0	0	
Soft Client Android	0	0	
Soft Client PC	0	0	

Complete the rest of the required fields before reviewing your order and then submitting.

Manage Subscriptions

Once you have set up the MiFID II Company you will be able to manage subscriptions in the same way. If you head over to "Horizon Manage Company" then search for the company and use the actions tab and select "Manage Subscriptions".
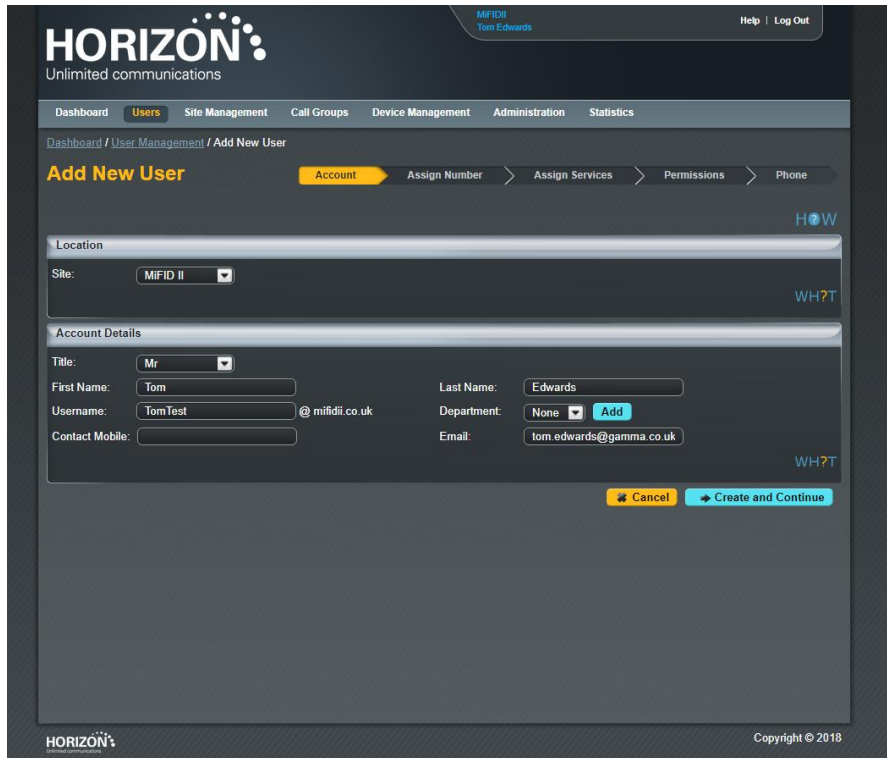
From here you will see the usual options along with the MiFID II option to add or remove subs.

Horizon Portal setup

Step 1

Once you have created your Horizon Company you can login to the Horizon portal to setup your users.

Once you have completed the setup as shown below you will need to select the user who will be the first super user in the next generation call recording portal.

Step 2

Now you have selected your super user you will need to go to the Call setup tab and then select Call recording from the left column. After selecting this you can then tick the 'Call recording Administrator' , after selecting this it will take up to 72 working hours for the activation of the next generation call recording portal.

Step 3

After the 72 working hours the super user will receive a welcome email to login to the next generation call recording. Once the super user has received this email then they are able to go into each individual user and enable the MiFID II call recording.

Please Note: The link in the email will expire after 24hrs, to get a new link you will need to contact the service desk.

Once you have completed this process you can now go to the next generation call recording portal to set up the users and manage your call recordings.

Next Generation call recording portal

Once you have received the welcome email for the Advance call recording portal you will be able to click the link and use the username in the email and set up a password.
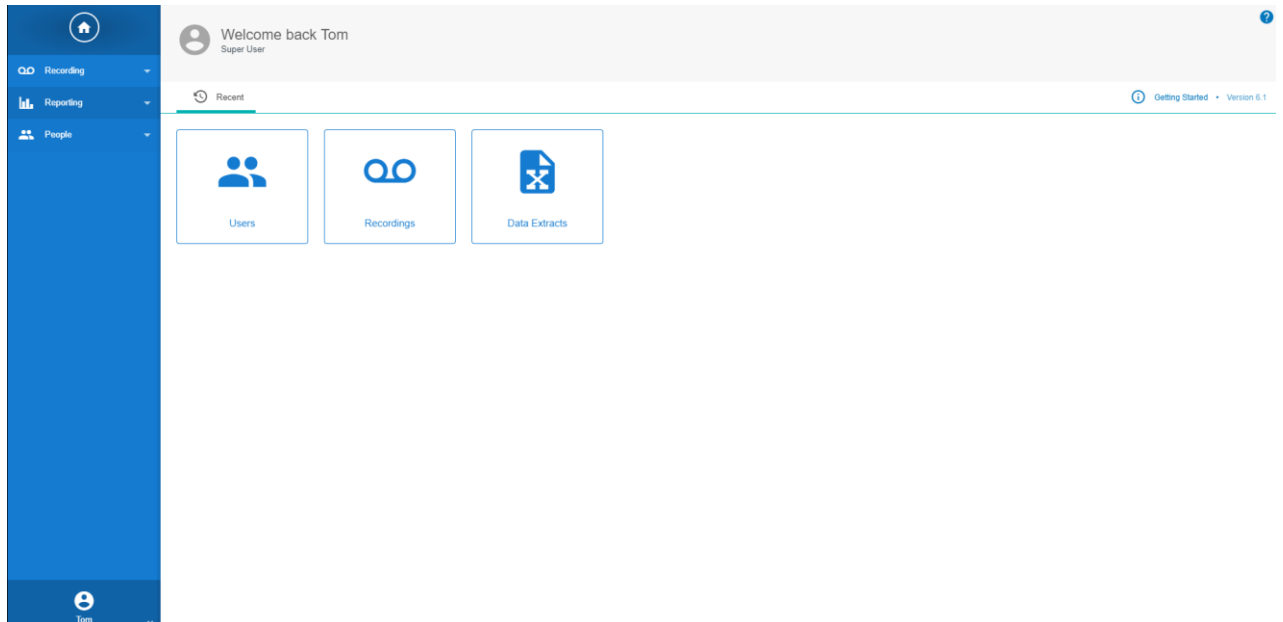
Login screen

Once you have logged in you will be presented with the below screen.

Landing page

From the landing page there are a few key areas we want to go through

Built in help and support

By selecting the ? in the top right of the screen you will be able to see the help and support menu.
From here you can select the relevant help & support section or click the to make the help & support full page.
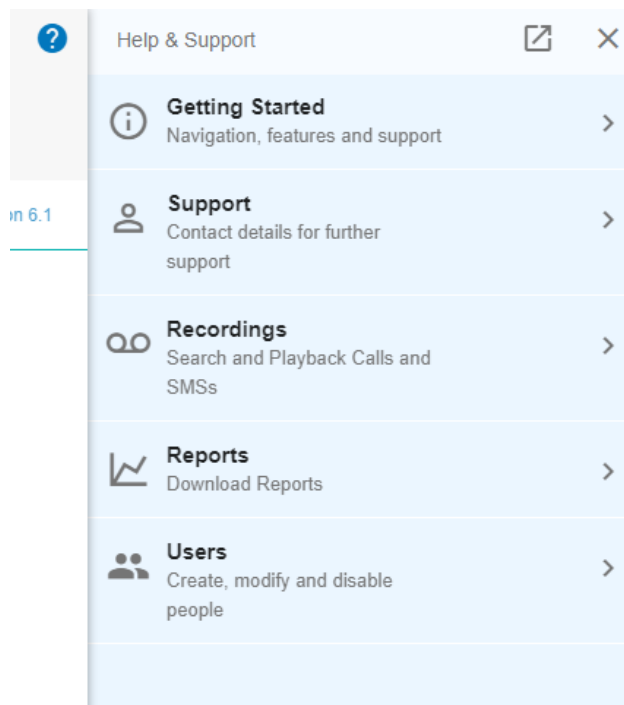
Setting up a user

There are two ways of doing this so you can decide which is the most convenient way for you.

For the first method you'll need each Horizon User to make a brief call. These are picked up by the Call Recording platform and logged. Login to the Next Generation Call Recording Portal and locate the calls. The system pulls the Horizon metadata from the call including the User's name and Horizon username. You can see this by clicking Edit here:

Horizon | Next Generation Call Recording
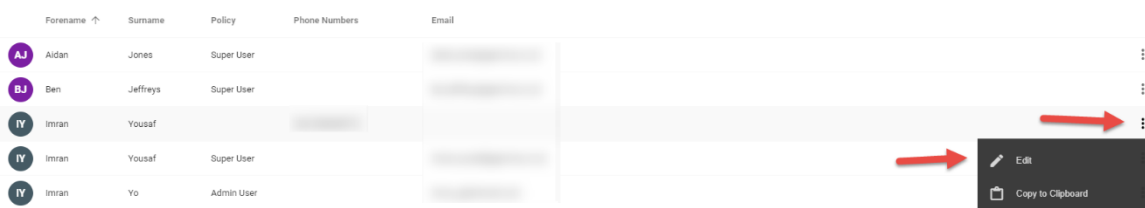
For each user to be able to login to the Portal, you need to add a username, email address and a policy. These are assigned here. For more information on the permissions each policy grants, please click here.

Once you've saved the changes here, that user will receive an email with details on how to login.

The other method for creating users is a little more manual but allows you to set them up before they make a call which may be more convenient.

Login to the Next Generation Call Recording Portal and click the Create User button here:
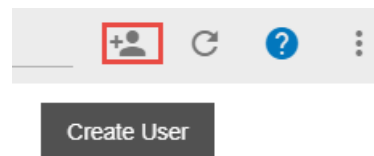
Fill out the form that appears. The username is for logging in to this Portal.

The email address entered here is where the initial login details email will go and the 3rd party ref must be set to the Horizon Username for that User so that the system can match up the recorded calls with that Horizon User.

If this isn't entered correctly, duplicate users will be created when that Horizon user has a call recorded.

Select a Policy then save the changes. That user will then get an email with instructions on how to login. For more information on the permissions each policy grants, please click here.

Please note: This login email is sent when a policy is applied to a user, the email expires after 24 hours so you may wish to set your users up and assign each user a policy at a later, more convenient date. For example, if you know a user is on leave. In the instance the login has expired, you would be required to contact the Super User who will be able to select the 'Resend Welcome Email' for the specific user.

Call recording

To view and manage call recordings you need to select Recording from the list on the left hand side which will populate the calls that you have access to listen to based on your policy permission
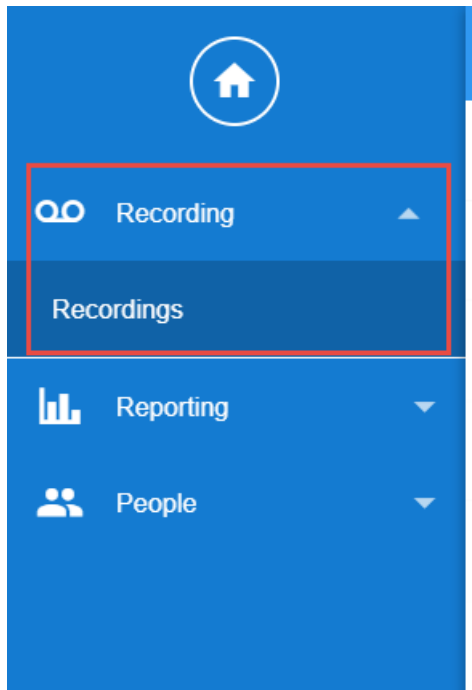
Once you have selected this you will see a list of call recordings. From here you can search using the search button that will give you some different search options to locate the calls you want to listen to.
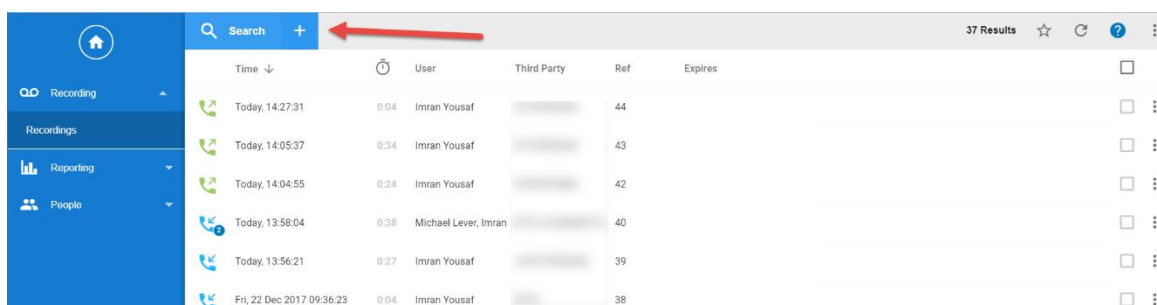
Once you have located a call there are a few ways in which you can listen to it.

- You can double click and this will open the recording in full page and give you a comments box that you can use for reviewing the call.

- If you highlight the call you will see the option on the top to play the recording, this will load the recording across the bottom of the page. To add notes, you can right click at any part of the call.

- You can also use the 3 dots to the right of the screen to either open the recording in full screen or play which is the same behaviour as clicking play from the top menu bar.

Reporting

To create an audit report of activity on the Portal, click the reporting tab on the right then Data Extracts and then click the + in the top right here.
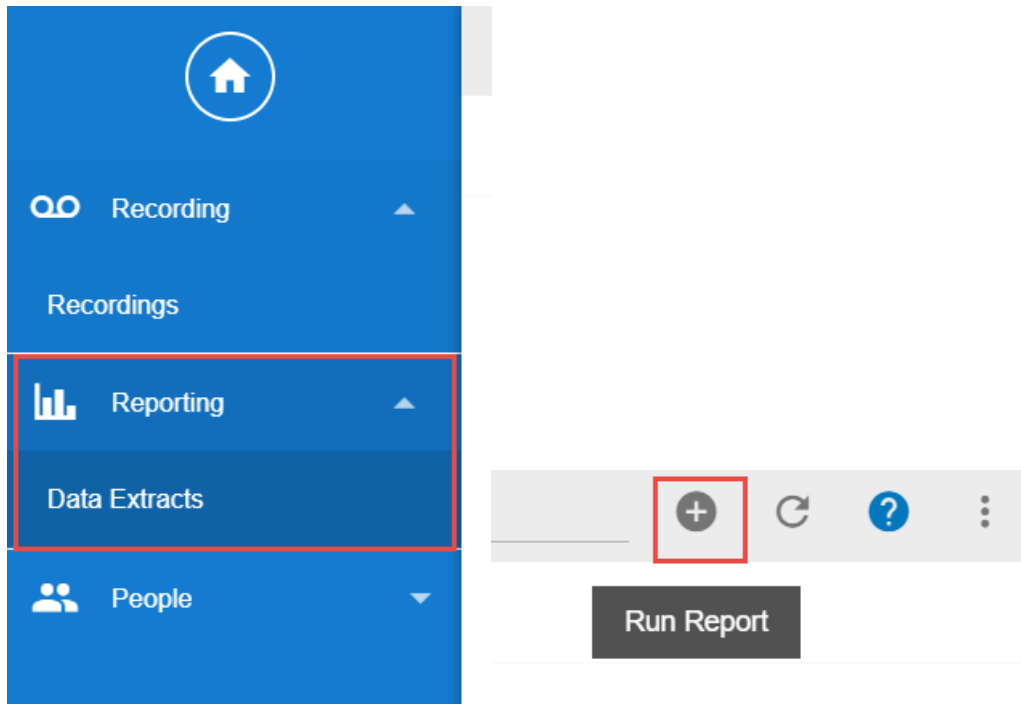
Click Audit and select your date range, then click Download Extract. A zip folder with an Excel file will download. Open it up to see the history of actions on the account like so:

You can do the same for Call Recordings too, note this isn't the audio files, it is a list of the calls as you can see here:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Type	Recorded	Interaction	Originator	Originator	Destinatio	Destinatio	Call Direct	Call Start Date UTC	Call End Date UTC	Retention	Synthetic	SIP Call Ide	Payment Count	
2	CALL	YES	38	8774		4.41E+11	Imran You	INBOUND	22/12/2017 09:36	22/12/2017 09:36		NO	2489184-3	0	
3	CALL	YES	37	4.41E+11	Imran You	1.3E+09		OUTBOUN	20/12/2017 13:28	20/12/2017 13:28		NO	2038007-3	0	
4	CALL	YES	36	4.41E+11	Imran You	1.3E+09		OUTBOUN	20/12/2017 13:27	20/12/2017 13:27		NO	2037925-3	0	
5	CALL	YES	35	8774		4.41E+11	Imran You	INBOUND	20/12/2017 12:58	20/12/2017 12:58		NO	1161430-3	0	
6	CALL	YES	34	4.41E+11	Imran You	8774		OUTBOUN	20/12/2017 12:55	20/12/2017 12:55		NO	1160910-3	0	
7	CALL	YES	33	4.47E+11		4.41E+11	Imran You	INBOUND	19/12/2017 16:03	19/12/2017 16:04		NO	1819221-3	0	
8	CALL	YES	32	4.41E+11	Imran You	8.08E+09		OUTBOUN	19/12/2017 16:02	19/12/2017 16:02		NO	959846-37	0	
9	CALL	YES	31	4.41E+11	Imran You	8.08E+09		OUTBOUN	19/12/2017 16:02	19/12/2017 16:02		NO	959825-37	0	
10	CALL	YES	30	4.47E+11		4.41E+11	Imran You	INBOUND	19/12/2017 16:01	19/12/2017 16:02		NO	959784-37	0	
11	CALL	YES	29	4.47E+11		4.41E+11	Imran You	INBOUND	19/12/2017 15:57	19/12/2017 15:58		NO	1818177-3	0	
12	CALL	YES	28	8772		4.41E+11	Michael Le	INBOUND	13/12/2017 12:11	13/12/2017 12:11		NO	307728-37	0	
13	CALL	YES	27	4.41E+11	Imran You	8774		OUTBOUN	13/12/2017 12:11	13/12/2017 12:11		NO	289296-37	0	
14	CALL	YES	26	4.48E+11		4.41E+11	Imran You	INBOUND	13/12/2017 12:11	13/12/2017 12:11		NO	307704-37	0	
15	CALL	YES	25	4.41E+11	Imran You			OUTBOUN	13/12/2017 12:10	13/12/2017 12:10		NO	307535-37	0	
16	CALL	YES	24	4.48E+11		4.41E+11	Imran You	INBOUND	13/12/2017 12:09	13/12/2017 12:10		NO	307454-37	0	
17	CALL	YES	23	4.48E+11		4.41E+11	Imran You	INBOUND	13/12/2017 12:08	13/12/2017 12:09		NO	288895-37	0	
18	CALL	YES	22	4.48E+11		4.41E+11	Michael Le	INBOUND	13/12/2017 12:05	13/12/2017 12:05		NO	288373-37	0	
19	CALL	YES	21	4.41E+11	Imran You	1.3E+09		OUTBOUN	13/12/2017 12:00	13/12/2017 12:00		NO	287469-37	0	
20	CALL	YES	20	4.48E+11		4.41E+11	Imran You	INBOUND	13/12/2017 11:59	13/12/2017 12:00		NO	287384-37	0	
21	CALL	YES	19	4.41E+11	Imran You	8773		OUTBOUN	13/12/2017 11:57	13/12/2017 11:58		NO	305409-37	0	
22	CALL	YES	18	4.41E+11	Michael Le	8772		OUTBOUN	13/12/2017 10:43	13/12/2017 10:43		NO	275168-37	0	
23	CALL	YES	17	8774		4.41E+11	Imran You	INBOUND	13/12/2017 10:43	13/12/2017 10:43		NO	275167-37	0	
24	CALL	YES	16	8772		4.41E+11	Michael Le	INBOUND	13/12/2017 10:40	13/12/2017 10:40		NO	274683-37	0	
25	CALL	YES	15	4.41E+11	Imran You	8774		OUTBOUN	13/12/2017 10:40	13/12/2017 10:40		NO	274684-37	0	

Policy Permissions

User Type	Description
Super User	Full access to any configurable item.
Admin User	User Administration only and no access to recording.
Recording User	Recording access but no user administration.
Simple Recording User	Limited access to recording screen only (typically used for own call recordings)
Third Party Support User	View only but no recordings.

Known Behaviours

We can provision the MIFID Call Recording solution as suggested, but a couple of minor issues were identified as part of operational readiness activities. These didn't preclude us from going live, but worth flagging so you aware of the full picture:

We will have limited fault diagnosis capability on one of two SBC clusters. This should be resolved by 20th January.

The other known issue will be fixed w/c22nd is a portal anomaly which results in the tick box for call recording being switched off in certain scenarios. Mitigation for this is to ensure Call Recording is the last bolt-on to configure.

Technical Support

Call Recording Playback Issues

If you are suffering from issues when attempting to play back any of the call recordings then please consider and test the below.

- Is the issue affecting playback of all calls or specific calls?
  - ~ If specific, try logging out/in and re-test.

- Can another user play back a problematic call?

If you need to raise a fault to the service desk then please capture the below details.

- Call reference (Within ref section) of a call recording that cannot be played back.
- Time,
- Date,
- Call From number
- Call To Number

Can't find a particular call recording

If you are having issues finding a specific call recording then please consider the below before raising the fault to the service desk.

- Is the user enabled for Call Recording on Horizon portal?
- Is the phone number a recorded number?
- Was it a recorded number at the time of the call?
- Are the times of the search in the same time zone?
- Are the search criteria definitely correct? Correct numbers, date, time, correct name (may have changed name on Horizon portal.

Is the call beyond the retention period and therefore deleted? There is a grace period for calls that have been deleted. Same-day recovery if deleted 23:59 UTC, 14 day recovery with Gamma after deletion. Please refer to the service description for all charges related to restoration of deleted calls.

Does the user have permission to see the call recording in question i.e. are they in the right group? Click here to see the policy permissions.

Service Alerts

Gamma will issue email and/or SMS service alerts to Channel Partners in the event of any planned or emergency service maintenance. Please note that service alerts will be sent to all Gamma Portal administrator users only and it is the responsibility of the Channel Partner to keep Gamma Portal contact details updated and proactively subscribe additional relevant Gamma Portal users as recipients of service alerts.

System Passwords and PIN Numbers

It is your responsibility for managing End User portal login details

Where a user has forgotten their password, the user can request it to be reset via the super user. This service will email the user a temporary password which will require the user to immediately replace with a personal one upon use. The temporary password will expire after 24 hours.

A user with Administrative rights can unlock users, so if the end user has this access then they can manage any forgotten password queries.

It is the responsibility of the Channel Partner/End User to employ any necessary controls regarding the management and maintenance of login credentials and Gamma are unable to accept responsibility for any abuse of the service which may arise as a result of ineffective housekeeping/unauthorised access to the service.

Version Control

From time to time it may be necessary to deploy updated versions of the MIFID II Call Recording Product In the event of significant service updates, Gamma will communicate details to Channel Partners via email and it is the responsibility of the Channel Partner to ensure registered contact details are maintained with Gamma. It is the responsibility of the Channel Partner to communicate any relevant service updates to End Users of the MIFID II Call Recording service. This is particularly pertinent to the call recording portal for which new versions may occasionally be deployed and in this instance it is the responsibility of the user to ensure that they are using the latest version of the service.

Contact

	Dataquest UK
	info@dataquestuk.com
	020 7392 0164