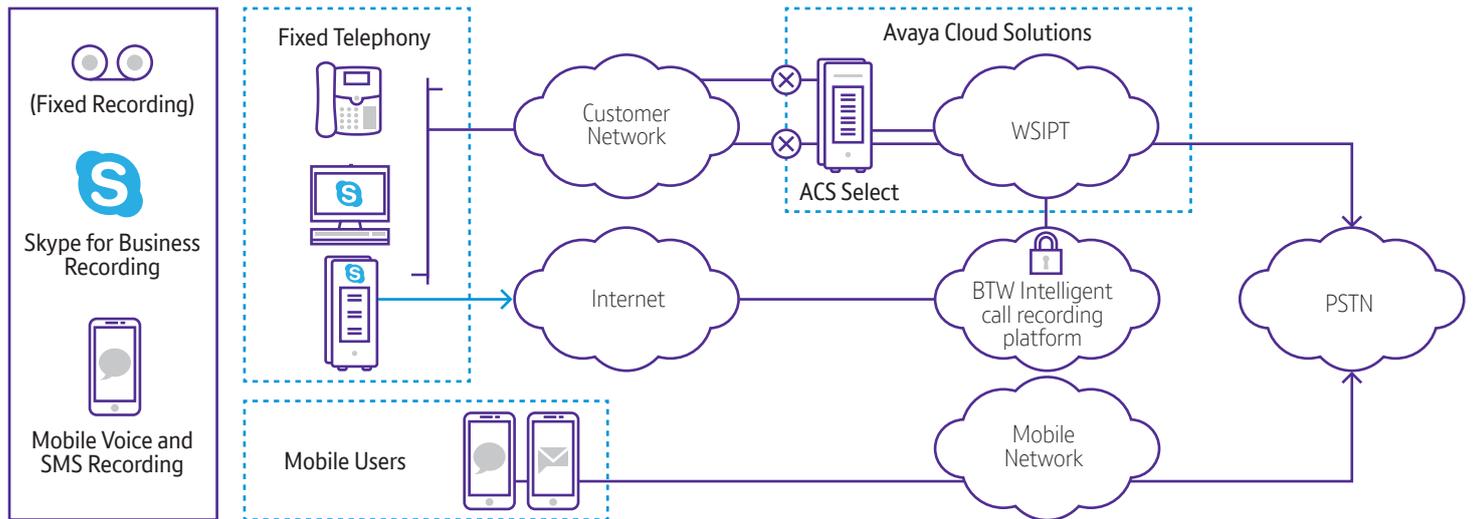


Avaya Cloud Solutions Select (ACS Select)

Intelligent Recording – for fixed, mobile and Skype for Business



One of the key added-value solutions available with ACS Select is Intelligent Recording. This cloud-based recording service can help customers who need a MiFID*-compliant call recording solution across fixed, mobile, or Skype for Business communications.

Meeting your customers' needs

Intelligent Recording is ideal when your customers require a common platform for their fixed, mobile and Skype for Business unified communications (UC) environments. Compliant with MiFID regulations, it supports both 'on demand' and 'record all' scenarios. It's secure. And tamper-evident. There's also optional encryption for recordings that exceeds current compliance standards.

* Fixed call recording is integrated into ACS via Wholesale SIP Trunking. It operates with new and existing telephone numbers that are ported to BT Wholesale as part of the overall solution. The customer can use Intelligent Recording with our Secure Payments service, which permits cloud-based, PCI DS-compliant payments.

Meeting your needs

Intelligent Recording can help you in various ways:

- it gives you further, sustainable revenue streams and margin opportunities – and helps to drive up the average revenue per user (ARPU)
- it integrates with your wider portfolio, simplifying your pitch

- it can encourage customers in certain markets to adopt ACS Select.

Administration is simple and intuitive, via a self-service web-based portal. This can be used for retrieval, replay and archiving. It's easy to use and manage, cutting down the administration and resources needed. Your customers can make changes in real time in response to business needs – avoiding extra costs. In fact, it's so easy to use that the administrator doesn't need special training.

And it comes with great reports – including analyses of real-time statistics, historical data and trends. This will enable your customers to proactively enhance their working practices and processes.

Target customers

Intelligent Recording will particularly appeal to customers in the following sectors:

Financial services – Our solution meets financial regulations such as MiFID II, FCA and Dodd-Frank. It helps to improve brand trust and also to prevent employee wrong-doing.

General – Intelligent Recording will help customers with liability protection and dispute resolution. It's also great for employee evaluation, training and quality management and for recording verbal agreements.

Legal – Legal professionals will be able to track billable hours and make client recordings during the discovery process.

Healthcare – Healthcare professionals will be able to track response times and monitor the care provided by remote workers. Intelligent Recording will also help to ensure patient privacy and staff protection.

Did you know?

Some of the stand-out benefits of ACS Select include:

- a secure enterprise deployment with a single service level agreement (SLA), one contact, one helpdesk and a single point of billing
- UC and contact centre services with centralised management and control, and support for hybrid estates
- a 'pay as you go' approach – and all on-net calls are free between sites.

The different uses of Intelligent Recording

a) Fixed line call recording

Unified communications customers can record both inbound and outbound conversations. Intelligent Recording integrates with ACS to ensure that the calls are automatically delivered through the platform for recording. They can be accessed through the easy-to-use and secure web interface.

The key features of fixed line recording include configurable retention periods and a range of security profiles. The latter will enable your customers to decide how and where calls are recorded – and whether the call data is encrypted.

There are two main recording options:

Record All – all inbound and outbound calls are automatically recorded, in line with regulatory requirements.

On Demand – users can record specific calls so that a record of important conversations is kept. As a result, important information is never missed. The call can be recorded at any point; or the whole call is recorded simply by pressing the * key (this option is unsuitable for regulated environments).

b) Mobile call recording

Intelligent Recording on mobiles is a SIM-based solution – no hardware is required. The user experience isn't affected and it works on any handset. And it's easy to deploy. The added bonus is that it reduces costs – there's no need for maintenance or software upgrades.

Other features include:

- **stereo recording** – each party is recorded individually, which improves the analytics
- **secure cloud storage** – the recordings are stored in the cloud (with ISO27001 certification), in line with the regulations. The customer can say how long they'll be kept (which can be indefinitely). At the end of the storage period, the recordings are automatically deleted
- **optional Intelligent Import** – call recordings can be exported securely to a fixed-line recorder. This allows voice recordings to be stored in one location and saves time during retrieval and replay. It also allows simple reconstruction for analytics.

The options available include:

Record All – all inbound and outbound calls as well as SMS are recorded without user intervention to meet FCA regulations.

Security – different options are available, including secure and tamper-evident (in compliance with FCA and other regulations) or encrypted recording for additional security and peace of mind.

c) Skype for Business

The customer's Skype for Business environment can be flexibly accommodated by ACS Select. Avaya Communicator for Skype for Business can be used to record all voice through fixed voice device recording. This implements both mandatory and ad hoc recording modes. The customer can access all recording types, including mobile via a single interface.

To record Skype for Business Intelligent Messaging (IM), Intelligent Recording software is installed on the customer's Skype for Business server. It will retrieve the IM contents and usage.

For Skype for Business Voice, it monitors SIP signalling and intercepts media where call recording is required. Any recordings are stored on the call recording platform.

Why BT Wholesale and Avaya?

- Avaya is one of the world's largest providers of contact centre and unified communications services. BT Wholesale is the UK's leading wholesale communications business
- your customers can access existing and new features and capabilities as a service, without any capital investment, all from one supplier
- with Avaya Cloud Solutions delivered by BT Wholesale, you can benefit from the combined reach and market share of both our companies. This means that you can exploit economies of scale, with a service that puts you in control of your customer.

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Find out more at: www.btwholesale.com

Offices worldwide

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