

RECORDING AND RETRIEVING CALLS

Child Protective Services of a metropolitan city needs full-time recording for 100 employees, along with a way to easily retrieve the recorded calls so they can be used in court proceedings. The managers also need a way to view, listen to and download recordings, with access to these capabilities limited to their team members only.

Solving this challenge will benefit the public safety department in the following ways:

- ◆ Recording all calls within a government facility is often required by law, allowing the organization to be in compliance.
- ◆ Child protective measures will increase due to accuracy of information obtained via recorded phone calls.
- ◆ Social workers and managers will be better prepared for court proceedings as they will be able to easily retrieve and review phone calls with parents, law enforcement or medical facilities.
- ◆ Quality control and customer satisfaction will improve as managers will have the ability to review team member calls, identify areas for further training and help prepare the team for court appearances.



THE SOLUTION

The focus of this solution is to provide full-time recording and storage for a high volume of calls along with easy retrieval and review of data.

- ◆ In order for all IP phones to record both internal and external calls, the devices will need to be identified to setup the appropriate recording filter.
- ◆ Once the filter is created, each manager will need to identify the IP phones that are used by their team members in order to create a Recording Group, with a Group Supervisor assigned to that Group.
- ◆ The Group Supervisor permission level will be set to allow for viewing, playing and downloading recordings, along with the ability to modify the assigned Recording Group.
- ◆ The management, viewing, playback and downloading of recordings will be done using the graphical user interface via Internet Explorer.