

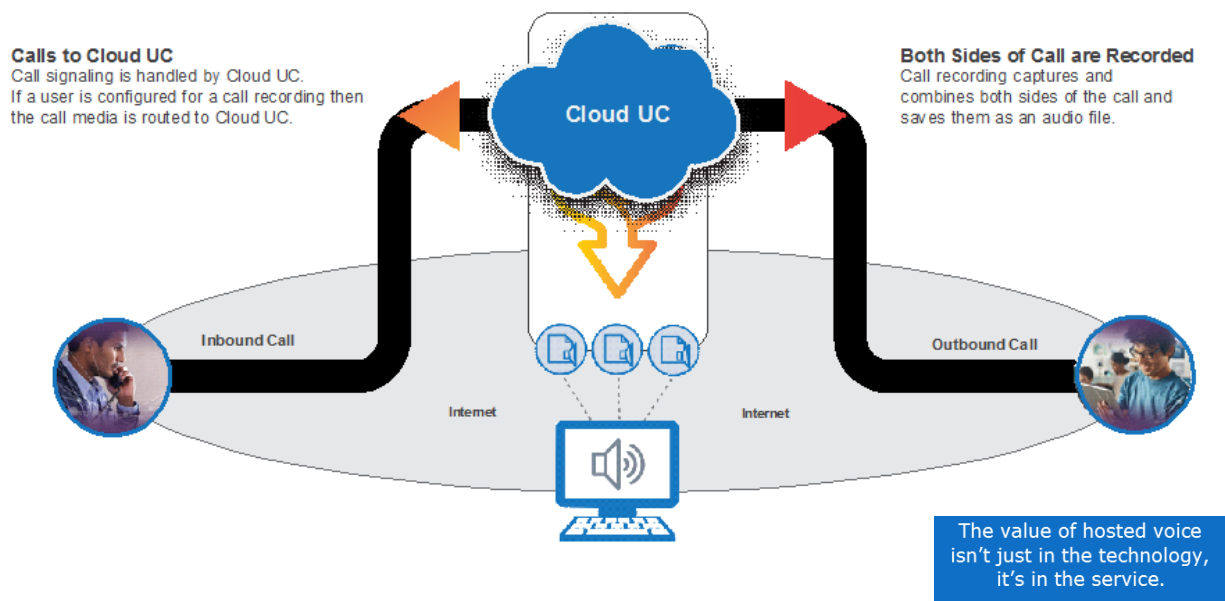
NCA UCFlex (UCaaS)



NCA UCFlex Hosted Call Recording

Don't leave the success of your business to chance. Recording incoming and outgoing calls within your organization helps measure the effectiveness of your sales, marketing, and customer service. It can also help comply with regulatory compliance and minimize risk.

With Cloud UC Call Recording, recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval. This makes reviewing calls simple letting you easily gain customer insight, improve sales conversion, and increase customer retention.



PCI and FCA Compliant Call Recording

Identity theft is a massive problem in the United States, the United Kingdom, and around the world. In response, the Payment Card Industry and the Financial Conduct Authority have established clear rules to help assure that critical financial and identification data is protected from menaces both outside and within the enterprise.

Call recording automatically classifies calls containing sensitive card holder information and provides organizations with three options to help effectively balance their PCI or FCA requirements with liability, quality management and other regulatory requirements:

- Delete all call recordings with sensitive information but retain valuable non-sensitive interaction data for reporting and analysis
- Roles-based access to recorded files containing sensitive information
- Agent can pause call recording during the collection of sensitive financial and personal information

For more information about NCA UCFlex Services visit, www.NCAnet.com



Network Computing Architects, Inc.
Where leading network technologies converge.

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Features at a Glance:

- Extension-level call recording
- Automatic call recording
- On-demand recording
- Play, download, or delete recordings
- Create recording campaigns
- Schedule recording times
- Live Monitoring
- PCI compliant
- Multi-tenancy for hosted
- White label for branding
- Multi-site call recording
- Mobility support
- Call tagging audit trail
- Multi-criteria searching
- Call exporting
- Auto-delete selective recording
- Look-back call recording
- Fine-grained privileged access
- File management/archiving
- Filtering (IP-DID Range)

Call Recording is part of the Cloud UC service. The solution is built on carrier-class elements that support millions of IP lines and billions of minutes of customers worldwide. Cloud UC infrastructure is designed for 99.999% uptime; all of the elements are redundant and all of the infrastructure is deployed in geographically redundant datacenters worldwide. Cloud UC is designed and built to support organizations of all sizes, it includes the management tools required to maintain large, multi-site organizations.

Call Recording Web Portal—Live Monitoring

USER LIVE MONITORING
Monitoring group: NUVA

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD	MONITOR	STATUS	TAG	LIVE TAGS
2	Ted Stuchberry	inactive		inactive	> 24h	🟢			-		
3	John Middleton	inactive		inactive	> 24h	🟢			-		

Recordings | Page 1/2 13 Results

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS
📞	783	2015-04-10	11:53:36	478	aking@genband.com	➡	ggoode@genband.com		📄 📧 🗑
📞	781	2015-04-10	10:49:18	33	stevemed@genband.com	➡	+447920557836@genband.com	Steve Medieros	📄 📧 🗑
📞	780	2015-04-10	10:49:03	15	198.17.84.58		174.99.12.99		📄 📧 🗑
📞	779	2015-04-10	10:47:47	49	198.17.84.58		174.99.12.99		📄 📧 🗑
📞	778	2015-04-10	10:44:02	37	stevemed@genband.com	➡	stweish@genband.com	Steve Medieros	📄 📧 🗑
📞	782	2015-04-10	10:28:30	2686	aking@genband.com	➡	6338@genband.com		📄 📧 🗑

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