Awareness Documentation: Call Recording Upgrade

Exciting news: your call recording services are receiving an upgrade! As you know, your services from Evolve IP are provided "as-a-service" which means on-going maintenance and upgrades are included in your monthly services.

The upgrade will take place in stages beginning **Tuesday, September 8th**. You will receive a maintenance notification when it is time for your account to be upgraded, followed by a confirmation email when the upgrade is completed.

Note: The new User ID (Local Party) is what you will use after the upgrade to search via "local party." If you want to search for recordings prior to the upgrade you will need to use their old Local Party User ID. Searching by telephonenumber will pull up both old and new call recordings. Click Here to watch a quick video on how to search.

Retention Policy:

Standard Retention is 30 days. Just as a reminder, any recordings that exceed 30 days will be automatically purged. If you need to access any recordings beyond 30 days, please export those recordings manually out of the call recording portal.

Discounts will be offered to customers that want to increase their storage. If you do not know your retention policy or wish to increase your storage please contact your CTA.

What will be changing when your organization is upgraded?

The following changes will be effective when services are upgraded:

- Recorded users will continue to operate as normal, like they operate today.

For administrators or those listening to calls in the Call Recording Portal, below are the changes that will take effect:

- Recording behavior on transferred calls will be changing. A column has been added in the Call Recording Portal to tag Consulted Transfers. In order to find the Remote Party's phone number on a consulted transfer, you will need to locate the original call that was received by the transferring party. When a recorded user performs a consulted transfer, a tag will appear with their assigned extension next to the new recorded call indicating a transfer was performed by that person. Example:

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS	REDIRECTEDFROMPARTYNUMBER		
🔊	102367	2015-08-11	11:49:06	19	4845886559.1002@voip.evolveip.net	⬅	6561	Jim Halpert	🔧	sip:6561@10.128.4.31;user=phone	✉	☐
🔊	102366	2015-08-11	11:49:06	9	4845886561@voip.evolveip.net	➡	+14845886559	Test PhoneVVX	🔧		✉	☐
🔊	102365	2015-08-11	11:48:49	26	4845886561@voip.evolveip.net	➡	7172018677	Test PhoneVVX	🔧		✉	☐

- A searchable tag linked to the Call Center Queue Name can now be found within each unique call recording ID.

- The Local Party/New User ID that is displayed in the Call Recording Portal will change to the user's Voice Phone number or extension. This displayed user ID will match the User ID presently utilized for voice services. Example: 6109648000@voip.evolveip.net

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- When Customers elected to receive call recordings via email or FTP, the file name of the recording used the following format: recording-YYYYMMDD_HHMMSS-FROMNUMBER-PORT1-TONUMBER-PORT2-ID.wavThe filename has changed and the FROMNUMBER that used to be the person's 10-digit phone number will now have additional information appended to the end of the phone number. For instance, 6109648000 will now be stored as 6109648000@voip.evolveip.net

- New Improvement: Outgoing calls were recorded when call was dialed ("ringing"). When the upgrade is executed, calls will now be recorded from when the call starts ("answered").

- If you are a Call Recording Portal user, retention schedules will be implemented. Our standard retention schedule for the Call Recording Portal is 30 days rolling storage. If you have not contracted for additional storage (longer than 30 days), and would like more information, please contact your Client Technology Advisor

What future features will be available in the 4th Quarter related to this upgrade?

- On Demand Recording to activate a recording only when needed
- In-call user controls, including Start/Stop/Pause/Resume
- End User Notification to notify callers when a call is being recorded, including:
    - Recording started notification
    - Recording ended notification
    - Ongoing recording notification

An email notification will be sent out when the new features are available and in OSSmosis for you to easily manage your end users. A notification will also appear on the OSSmosis landing page.

If you have any questions please contact support at support@evolveip.net or 877.459.4347, Option 5.