

Call Recording - FAQs

Introduction

Gamma have developed an in-house Call Recording Platform capable of providing a comprehensive and advanced suite of call recording capabilities.

This document lists the frequently asked questions that have been asked by our Channel Partners since we announced the launch of our new Call Recording service, either at the Horizon Seminars, our Call Recording Webinars or through your account managers.

If the answer to your question is not available here, then we would recommend looking at the documentation on the Gamma Academy Knowledgebase. If you still cannot find what you are looking for, please speak with your account manager.

This article is split up into three key sections: Legacy recording services, Commercials, Features.

Legacy recording services

If a customer currently has call recording, will the past call recordings be available on the new subscription?

No, calls recorded and stored with previous call recording services will not be available via the <http://advancedcomms.co.uk> portal.

Can legacy recordings be exported to the new platform?

No, it is not possible to move call recordings from one platform to another. However, it is possible to bulk download legacy recordings from the platform they are stored on.

Is it possible to migrate a customer from the *MiFID II* platform, and maintain their old recording?

No, it is not possible to migrate companies from the *MiFID II* service to the new Call Recording. This means that a new provision needs to be made and, once done, new recordings will be accessible through the <http://advancedcomms.co.uk> portal.

There are two options for the existing recordings on the *MiFID II* service:

- Keep the customer account alive and access the recordings via the *MiFID II* portal
- Download the recordings locally. And potentially cease the service if there are no requirements or obligations related to the recordings

Does the service replace Standard Call Recording? Can the services run in parallel?

There is no automatic replacement, the services can run in parallel on the same Horizon account. Example: a customer may decide to use Business Call Recording for some users and keep the Standard Call Recording for other users/phone numbers of the company. Another customer may decide to use Compliant Call Recording for some users and Standard Call Recording for other users.

In other cases, a customer may decide to use just one service. In this instance the other service should be ceased to avoid double charging.

Will legacy call recording customers automatically migrate to the new platform/pricing?

No, there is no automatic migration. In order to enable Business or Compliant Call Recording subscriptions to users a new provisioning needs to be made. Existing customers can be upgraded from Standard to Business/Compliant Call Recording. If the Standard service is not required anymore, then it should be ceased to avoid keeping call recording running on two services. Old recordings will be stored on the Standard service until they expire or are deleted.

Is there a cut-off date for the legacy call recording service?

There has not been a cut-off decision regarding the Standard Call Recording service.

If we have any customers on the previous *MiFID II* platform, will they need to move across to this new service or would they be able to stay on *MiFID II*?

Customers can remain on the *MiFID II* service. However, please keep in mind that the same account cannot be provisioned at the same time on both the *MiFID II* and the new Call Recording service.

Will the legacy platform be available for new connections, or is it now unavailable?

The Standard Call Recording service remains available also for new connections.

Commercials

Is the charge per Horizon user or per user on the recording portal?

The monthly charge is on the Horizon user. The customer can define as many portal users as they need, they are not extra charged. Only recorded Horizon customers are charged.

Can you mix and match retention periods between users?

No, users of the same Horizon account shall have the same subscription type (Business or Compliant) and retention period. Even when increasing/decreasing the retention period, the change will apply to all subscriptions within the same company.

What happens if a client has paid for 6 months retention but after five months would like to extend it to twelve months?

Customers can increase or decrease the retention period of their subscriptions any time, the change will apply company-wide to all subscriptions of the same account. Existing recordings maintain their retention period, new recordings will be stored with the new retention period.

As a general rule: the retention period is calculated from the day of the call, it can't be changed later on.

Is there a cease charge?

No, all subscriptions have a minimum term of one month and there are no cease charges.

Do all users have to have call recording?

No, customers can enable call recording on the users who need to have their call recorded. Example: Horizon company with 20 users, but only 10 users need to have call recording enabled. This customer can order and provision 10 Call Recording subscriptions.

Are there any further costs for Global Users?

No, subscription prices vary only on retention period. They do not depend on the user's type.

Do customers still need to pay for storage even after they have terminated the contract if they want to access the recordings for 7 years?

No, the storage is covered by the monthly charge. Even if the contract is ceased the recordings can be still accessed at no extra cost until they expire.

Features

Can any users delete any recordings?

No, manual delete of recordings is not available. Recordings are automatically deleted at the end of the customer-selected retention period.

Are the pause/resume buttons available on Collaborate?

Yes, all Call Recording features are available on Collaborate.

Will the recordings be available via API/FTP or any other means other than the portal?

No, the call recordings can only be downloaded manually from the <http://advancedcomms.co.uk> portal.

If a user receives a call on their mobile number as opposed to receiving a call on their mobile device on their Horizon number, presumably this won't be recorded?

Cellular calls to the user's mobile number or from the user's mobile are not recorded. All cellular calls are recorded only if the user has a Connect subscription.

Calls made or received via the Horizon mobile client are recorded.

Are SMS recorded?

No, SMS is never recorded even in cases where the user has a Connect subscription.

Where is the data stored geographically?

The data are stored in different locations all within the UK.

How are call recordings into Hunt/Call Queue Groups handled?

Recordings happen at a user level and recordings are created on a user basis. There is no number provisioning. If the customer needs all calls received via e.g. a Hunt Group recorded and stored then call recording needs to be enabled on all users belonging to that Hunt Group.

Does each Horizon company have its own advancedcomms ULR with a TRCA number?

Yes, each Horizon company that is enabled for the new call recording service will have its own unique URL that will always start with <https://advancedcomms.co.uk/> and will then have its own unique TRC00000 ref after it. Please keep this in mind when using the forgotten password link to make sure you have the correct URL.