

# Inbound Suspend and Resume Call Recording Feature

Gamma recognises that more and more customers are asking about whether or not Gamma's Call Recording feature complies with current PCI DSS rules.

PCI DSS states that an organisation taking credit card payments cannot store key credit card details on their system which can then be fraudulently accessed by internal employees or external parties.

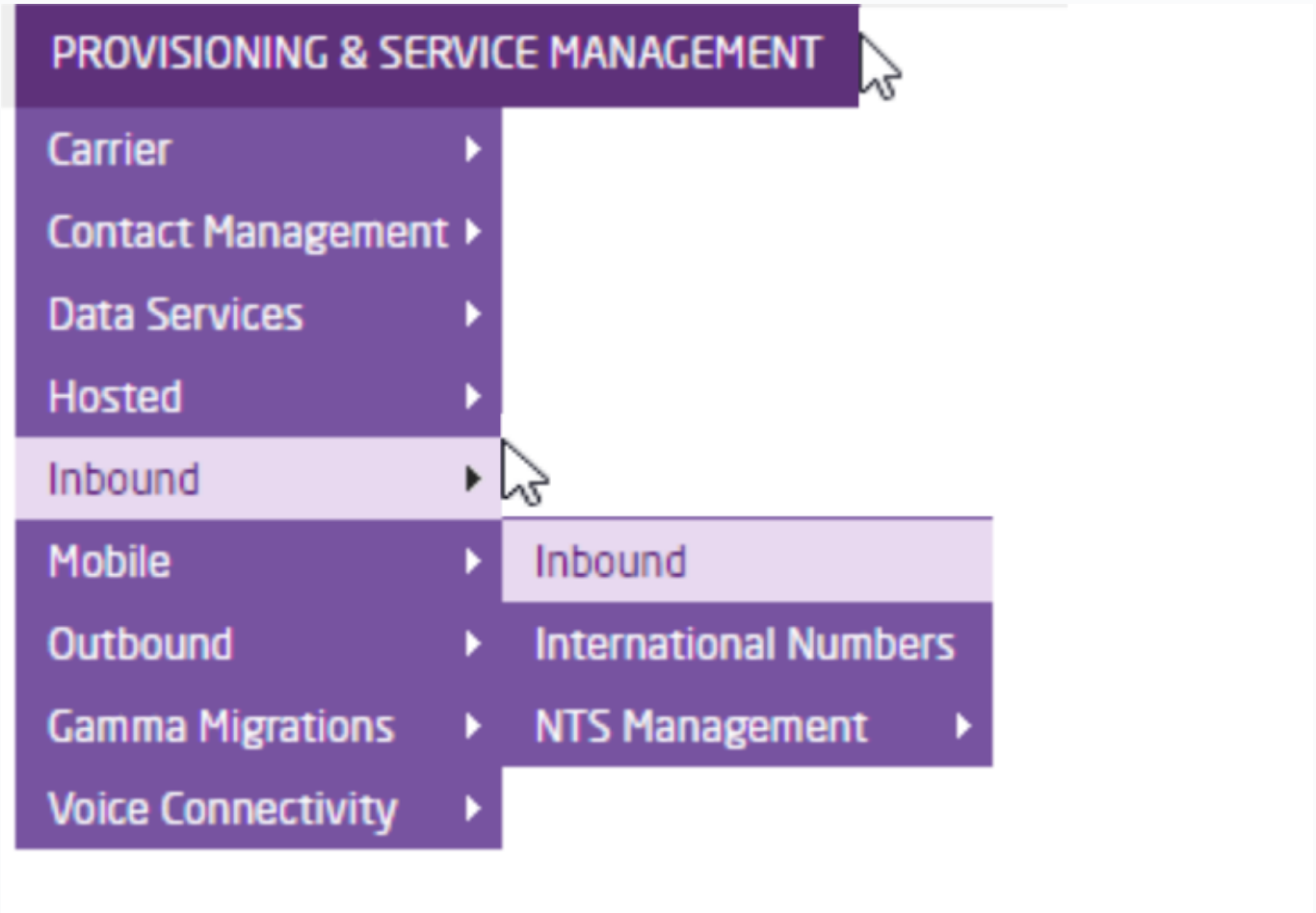
Therefore we are introducing one method to help customers adhere to these rules. Enabling a call agent to suspend and resume a call recording ensures that credit card numbers are not retained within the call recording. Though not 100% fool-proof, as it relies on manual human intervention, if adhered to properly it goes a long way to ensuring details are not kept on site.

## Set up

Firstly the feature must be activated in an active call plan. This is done by selecting 'All Calls with Suspend (\*3) and Resume (\*7)' at the bottom of the drop down menu in the 'Record' field on a destination node in a call plan.

### Step 1

Log into the Gamma Portal and go to Provisioning and Service Management > Inbound > Inbound.



**Step 2**

Log into [myinbound.com](https://myinbound.com) from the Actions tab.

## Inbound Account Management

Use this screen to manage and add new company accounts. Controls to edit company details, delete a company, and order products can be found to the right of the user information in the drop down box.

Account:

Inbound Number (Optional):

Records Per Page:

Search

[+ Add New Company](#) [Update Reseller Logo](#) [Download](#)

Showing 1 to 10 of 305

Company Reference	Login	Email	Product	Start Date	Actions
000000000000000001test	000000000000000001test	test@test.com	Contact Point	27/11/2018 15:49	Actions
000000000000000002test	000000000000000002test	Ajanda.Sivanandam@gamma.co.uk	Contact Path	10/12/2018 12:49	Actions
000000000000000003test	000000000000000003test	Ajanda.Sivanandam@gamma.co.uk	Contact Pre	10/12/2018 12:52	Actions
000000000000000004test	000000000000000004test	Ajanda.Sivanandam@gamma.co.uk	Business Continuity	11/12/2018 09:25	Actions
00000000000000000a1	00000000000000000a1	Ajanda.Sivanandam@gamma.co.uk	Contact Point	29/11/2018 12:39	Actions
00000000000000000aj	00000000000000000aj	Ajanda.Sivanandam@gamma.co.uk	Contact Point	07/11/2018 12:08	Actions
00000000000000000sb	00000000000000000sb	sam.bulltitude@gamma.co.uk	Contact Point	02/11/2018 10:41	Actions

- View Company
- Delete
- Reset password
- Login to myinbound.com as user
- Change Company details
- Manage inbound numbers
- View Product History

### Step 3

Select the number which you are wishing to add the Suspend and Resume Call Recording Feature to and click the link.

- Welcome
- Announcements
- Point my number
- Listen to my calls
- Voicemail
- Performance
- Advanced statistics
- Notifications
- Event history

### My numbers

You currently have the following inbound numbers on your account.

Search inbound numbers  [Find](#)

Number	Description	Status	
0174		Active	<a href="#">👁</a>
0174		Inactive	<a href="#">👁</a>

< < 1 of 1 > >> Items per page 10

### My perform

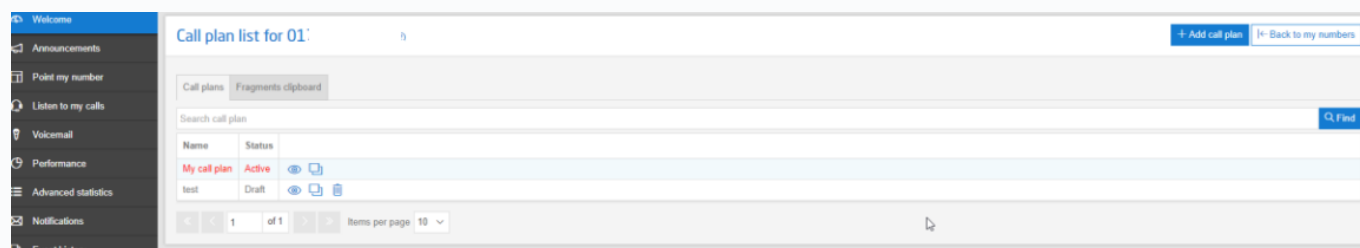
Last refresh: 2019

Here are some key:

Where are n

### Step 3

Select the current Active call plan by clicking on the link.



## Step 4

Select the "Destination Node" in the call plan and then within the options for the destination node, using the Record drop down menu, select "All calls with Suspend (\*3) and Resume (\*7).



### Destination

**Node name** Destination

**Whisper** Search announcement

Press 1 to connect

**Number** ✓ 0745

**Record** No calls

**E-mail notification**

**E-mail TO**

**E-mail CC**

- 80% of calls
- 70% of calls
- 60% of calls
- 50% of calls
- 40% of calls
- 30% of calls
- 20% of calls
- 10% of calls
- On pressing \*1
- All calls with Suspend (\*3) and Resume (\*7)

**Tip:** Please ensure that the destination number does not have any active services that might conflict with the call plan. For example, a mobile phone with its voicemail to email settings switched on will take precedence over the Inbound call plan routing.

Save Cancel



## Additional Information

All calls must be recorded for this feature to work

Each inbound call recording using suspend and resume is one single file still, but temporary suspension is removed from the recording therefore please note that there will be no silence during the paused section of the call recording.

If necessary the agent may need to make the caller aware verbally that the call recording will be temporarily suspended.

Please Note: Agent key press to suspend and resume inbound call recording will not include any audible confirmation that the recording has stopped or re-started.

No Agent feedback will be available on whether the change has been successful (e.g. any 'call recording enabled' / 'call recording disabled' audio)

The only handset requirement is that they have the ability to press the \* key.

In order for you to see the Suspend and Resume feature on myInbound you may need to empty your browser cache and re-load the portal.

For further information please contact your Gamma account manager