

Archive

The main information per request stored in the Puzzel Administration Portal's Archive:

Media type	General information	Content	Survey
Phone	Caller's number, agent name, wait time, speaktime, etc.	Call recordings (1) Recording transcriptions (1)	X
Chat	Chatter's name and email, agent name, wait time, speaktime etc.	Chat log (1)	X
Email	From-address, subject, agent name, wait time, speaktime.	- (2) <i>(Body/attachment not sent to Puzzel Contact Centre)</i>	
E-task	From-address, subject, agent name, wait time, speaktime.	- (2)	
Social media	From-address/conversation-id, agent name, wait time, speaktime.	(3)	

1. The call recordings and chat logs *may* contain sensitive information
2. **E-mails/e-tasks** details are not stored in Puzzel Contact Centre, only the From-address and the URL to the email/e-task that is queued
3. **Social media content** from Facebook/Twitter/WhatsApp etc can be shown in Archive. For requests related to comments on a public post we show the root post only and a link to the conversation on Facebook/Twitter.

About Survey data in Archive

The Survey data for a request (SMS Survey for calls, and chat survey for chats) contains **ascore** (0-10) and a **comment** and the associated request's session_id (the caller's phone number, or the chatter's name/email is shown in the General information part).

Caller's consent needed to record calls

Call recordings can be done automatically on one or more queues and/or on some or all agents (*forced* recording"). If forced recording is configured, the Puzzel IVR solution should inform the caller and get approval for doing the recording (e.g. by pressing 1). If the caller does not accept recording or denies recording, the call will not be recorded (the system variable "deny_recording" is set to *true*).

If forced recording is not configured, agents can be given access to start recording (and stop it) for individual calls. In this case, the agent should not start recording unless the caller is informed and accepts it.

Chatter's consent to store chat-log

The Puzzel customer can in the chat start page/window show "I do not accept that this chat is stored" next to a checkbox. If the end customer checks "I do not accept...", the chat log will not be stored in the Archive (and the chatter is not offered to receive the chat log by email after chat end), but the general information about the chat will be stored in Archive (and in the Raw data).

Archive storage time

Each Puzzel customer decides the storage time in their own Archive for general information about requests (e.g. 180 days), call recordings (e.g. 14 days), call recording transcriptions (e.g. 14 days), chat logs (e.g. 30 days) and Social media content (e.g. 45 days). Puzzel automatically deletes general information/recordings/chat logs each night that are older than the defined storage time.

Find, see, export and delete content from Archive

In the Archive, the admin can search for requests based on the caller's phone number, chatter's name/email and/or other search parameters like time, queue, agent, etc.

In the Archive, the Puzzel admin can...

- See **General information** about each request
- Play (listen to) a call recording
- See the chat log (aka chat transcript)
- Download a call recording as an MP3 file
- Download a chat log as an XML file (or copy the text to the clipboard)
- Delete a call recording (but not the general information about the call)
- Delete a chat log (but not the general info about the chat)
- Download general information about calls/chats (in an xlsx file)

The administrator can e.g. search for calls from a given number (for the last 3 months if general information is stored at least 3 months), and then select all (or some of the) found calls, and then select Download recordings and/or Deleted recordings.

When the content (recording/chat log) for a request is deleted, the request's General info will still be shown, that is, the time the call/chat happened, the caller's number/chatter's name and email, queue name, wait time, agent name, and speaktime.

Archive Audit log

Each time a user plays/downloads/deletes a call recording or sees/downloads/deletes a chat log or sees SoMe content in the Archive, an Audit log entry is generated.

If Puzzel support is given access to the content related to a support issue (e.g. call quality or recording), it is logged each time Puzzel support accesses content.

All or selected administrators can be given access to see the Archive Audit log in the Administration Portal.

All entries in the Archive Audit log (e.g. user X listened to recording for request Y at yyy.mm.dd hh:mm) are deleted when the associated request's general information is deleted.

Mask digits from IVR

If the Puzzel IVR solution tells the caller to enter personal information, like e.g. a social security number, to be used for external look-ups and/or routing/agent screenpop, this menu module should be configured with "mask digits", which means that the entered digits will not be stored in raw data to prevent it from being shown in Archive and in Raw data.

Anonymization (deleting the caller's number/chatter's ID in Archive)

If an end-customer wants to be "forgotten", the Puzzel admin can **anonymize** all requests (calls/chats/emails) in Puzzel Archive and in SMS Survey results lists from this person by entering the person's phone number and email address on the Anonymize page.

The administrator can delete call recordings and chatlogs **and/or** anonymize the calls/chats/emails from a person. If the admin only anonymizes requests from a person, the call recordings/chat logs will be kept. Since this person's calls/chats now are without a phone number/chat ID, you can not find them when you search. If an anonymized call (with or without a recording) appears in the Archive search result, you do not see the caller's number.