

Encryption and Rules and regulations for call recording

Encryption

If required, Puzzel can encrypt the call recording files immediately after the recording is done. Puzzel uses the customer's X.509 Public Key (or a PGP Public Key).

If encryption is configured, Puzzel can deliver the encrypted recording files (.enc) to Puzzels FTP server (on selected format) so that the customer can download the files and store them locally. The customer can decrypt the files locally using his Private Key.

If recordings must be encrypted and you want to have the recording files in the Puzzel Archive instead of delivered to FTP, encrypted MP3 recording files can be delivered to the Archive. Encrypted recording files can be downloaded from the Archive, but not played in the Archive.

When using the X.509 Public Key from the customer, Puzzel does a one-way encryption based on this public key. Puzzel is not able to decrypt an an encrypted file. The strength of the cryptography is based on the public key. See reference:

https://en.wikipedia.org/wiki/Public-key_cryptography

Rules and regulations for call recording

The Puzzel customer should apply to the rules and regulations for call recording in his country. Relevant questions are:

- Which calls can be recorded, and which calls must be recorded?
- How to inform callers about recording?
 - Should the caller be able to deny that a call is being recorded?
 - Do I need the callers acceptance before recording?
- How to inform (and get acceptance from) agents about recording?
(other than to show in the Puzzel Agent Application that a recording is ongoing)
- Who should have access to what recordings in the Puzzel Archive?
- How long an and must I save the call recording files?
- What if one of my customers requires to get a copy of or listen to one of their call recordings, or requires its deletion?