



Kloud 7

Business Communication Services

Hosted Call Recording Solution Overview

Documentation Guidelines

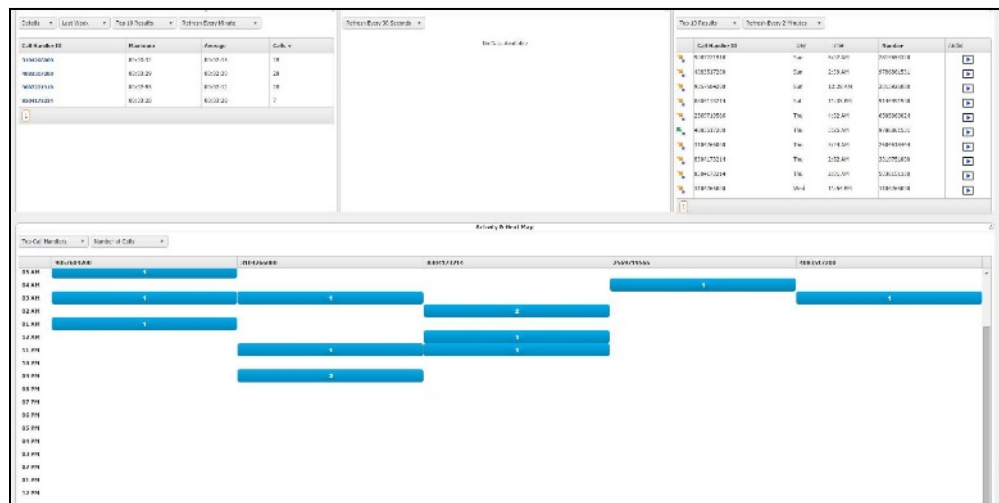
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Kloud 7 Hosted Call Recording

Kloud 7's Hosted Call Recording provides a means of documenting, storing, retrieving and analyzing call media for high value interactions, executive conversations, medical, financial and legal compliance, customer service and more. Enabling Kloud 7's Hosted Call Recording is a user level feature that can be added to any Kloud 7 Hosted Voice user or Call Center user.

The platform's interface is designed to simplify the process of recording, storing, and organizing phone calls in the cloud through a fully web based system. An intuitive user interface that helps users find recorded calls quickly and allows direct playback of audio files. Each user is entitled to 180 days of recorded call data. For use cases that require the long-term storage of recording data, the option to perform a batch download to an archive is available.



HIPPA & PCI Compliance

The platform is designed to be suitable for standardized and specialized markets. To meet the specific requirements of the medical industry, the call recording platform is fully compliant with the latest HIPPA requirements. This level of compliancy is obtained by using the latest data encryption techniques to store recorded call data securely. Furthermore, providing granular access permissions to different users of the web interface allows administrators to control log access to recorded call data.

HIPPA and PCI Compliancy Best Practices

- Recording all interactions is truly best practice. Not only should all interactions be recorded, they should also be monitored frequently for compliance assurance.
- Covered entity call centers and business associates should have maximum control over access to databases with PHI. Kloud 7's Call Recording allows for that level of strict control.
- Confidential information should be automatically masked or encrypted for security purposes, which is why Kloud 7's Call Recording uses powerful encryption to protect patient information.
- Enhanced analytics can be used to help automatically tag and categorize recordings based on events that occurred during the call. With Kloud 7's Call Recording you can quickly locate recordings that require review.
- If the covered entity or business associate accepts payment by credit or debit card, it is important to note that they are also subject to comply with the payment card industry data security standards. Kloud 7's Call Recording also helps with PCI compliance.

Hosted Call Recording Cloud Architecture:

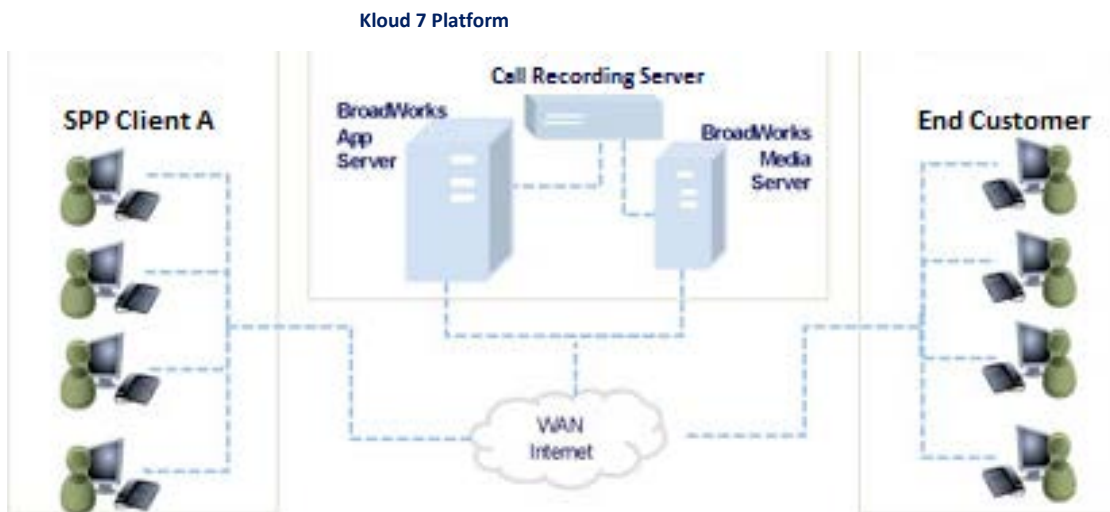


Figure 2: Call Recording Call Flow

Reasons to choose Kloud 7 for Call Recording

- Analysis - The Call Recording Portal allows monitoring and analysis of Call Recording activities in near real time, providing greater efficiency in Call Recording storage and processing, while reducing management overhead.
- Regulatory Compliance – The Kloud 7 Call Recording platform meets existing and developing regulations.
- Compatible – Designed to be usable by a wide range of verticals or specialty markets. Kloud 7 Call Recording is designed for SMB, Enterprise and Call Center use case scenarios.
- Flexible, Global and Fault-tolerant – This platform is implemented in a resilient and redundant configuration in conjunction with our state-of-the-art Hosted PBX Platform.
- Minimal Network Disruption or Changes – Call recording operates as an external extension of the Kloud 7 Platform. Re-routing of traffic through recording servers requires a minimal amount of software configuration.
- Mobile Recording – Record phone conversations seamlessly across multiple devices. Since call recording is assigned on a per-user basis, calls are recorded on desk phones or mobile devices with the Kloud 7 Unity Communicator application.

Bottom Line: Kloud 7 Call Recording is an extremely valuable tool to have in your service offering. Large call centers and enterprises have been recording calls for decades. Now more and more small and medium-sized businesses are realizing that Call Recording is affordable and valuable. Call Recording improves revenue for your customers by maintaining better records of a customer request, which improves accuracy, accountability and satisfaction. It reduces cost by decreasing the potential for order or support error, while reducing risk and liability.

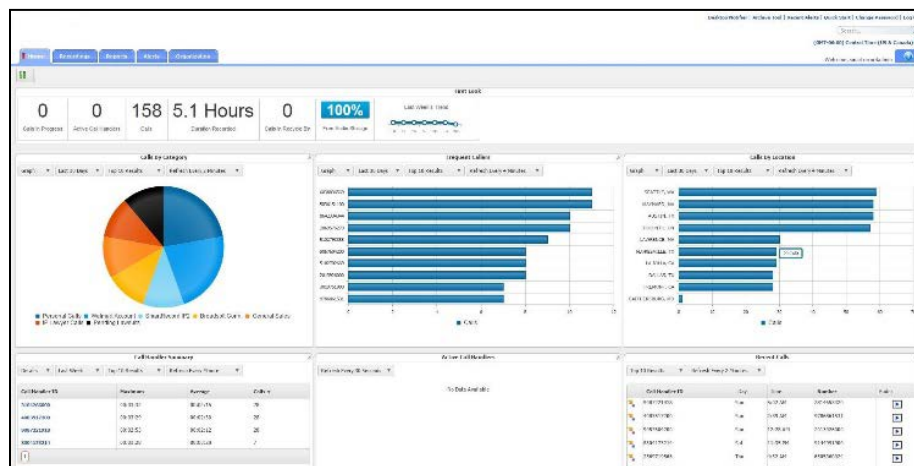


Figure 3: Call Recording Dashboard

