



## CALL RECORDING

Recording calls is a precautionary measure.

Nearly every call recording remains unheard, held securely encrypted in the cloud until it is automatically deleted after a few years.

But when a patient becomes abusive, or there is some confusion over critical contact information, or somebody complains about a member of staff, referring back to the call recording can save time and stress.



## QUICK AND SECURE ACCESS

Surgery Connect can record all in and outbound calls or just those made or taken on particular extensions if preferred. Access to recordings is secured via password and encrypted connections - through the N3 network if you'd prefer.

Recordings are in stereo with each side of the call separated for maximum intelligibility and can be downloaded to a PC for use later.

<b>Recording</b>	All in and outbound calls are recorded on specified extensions.
<b>Pause &amp; Resume</b>	Pause & resume call recording from the telephone keypad.
<b>Delete</b>	Managers are able to permanently delete call recordings from the Surgery Connect User Console complying with GDPR regulations.
<b>Security</b>	Access to call recordings is encrypted and password protected.
<b>Retention</b>	Standard 3 year retention.
<b>Stereo</b>	Stereo recording and playback (each side of the call separated for maximum intelligibility).
<b>Benefits</b>	Staff training, aide memoire, emergency redress, abusive patient evidence, complaints handling.
<b>Capacity</b>	No limit on number of recorded calls, 2 hour limit on each individual call.
<b>Playback Security</b>	Secure web session (HTTPS), password protected access.
<b>Playback Search</b>	Search on : Date range, inbound or outbound call, by number dialled, by answering extension or user, by calling number.
<b>Playback Options</b>	In-browser streamed playback, download of 8khz compressed stereo mp3 file or download file with private key decryption.

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# SURGERY CONNECT