



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER

Operating Policy and Procedure

HSC OP: 55.06, **Contact Center Call Recording**

PURPOSE: The purpose of this HSC operating policy is to ensure that calls to all TTUSHC Contact Centers are monitored, recorded, stored, and archived in accordance with TTUHSC personnel and security requirements.

SCOPE: This policy applies to any call to or from TTUHSC-approved Contact Centers that is recorded and used in order to:

1. Identify Contact Center Staff training/developmental needs.
2. Identify and document abusive or nuisance calls.
3. Improve Contact Center Staff performance and quality of service.
4. Establish facts in the event of a complaint, either by a caller or a staff member, and assist in a resolution.
5. Assist in Contact Center quality control to identify issues related to procedures, with the goal of improvement.
6. Confirm that calls are accurately and efficiently transcribed when needed.

REVIEW: This HSC OP will be reviewed on April 1 of every odd-numbered year (ONY) by the Chief Information Officer (CIO) for TTUHSC, the Chief Human Resources Officer (CHRO), and the Chief Information Officer (CIO) for TTU System (TTUS).

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POLICY:

1. Definitions

a. Contact Center

A Contact Center is an automated call distribution system used at TTUHSC to handle and manage incoming customer phone calls in clinics and other defined areas needing a contact center.

b. Call

A call is defined as the voice call itself, as well as related workstation screenshots of the Contact Center Staff member handling the call.

c. Recording

Converting the call to a digital format and storing it as a digital file that can then be retrieved by authorized individuals.

d. Contact Center Manager

A Contact Center Manager is an individual or designee who is responsible for the overall operations of a Contact Center and its software applications.

e. Contact Center Staff

Contact Center Staff are department employees and managers who handle calls or oversee the staff handling calls routed through the Contact Center.

2. Policy Statement

a. Contact Center Management

- (1) The Contact Center must be used for business-related calls only. The system must not be used for ANY personal/private matter of any kind.
- (2) Contact Center Managers must designate appropriate access levels for Contact Center Staff and are responsible for removing access when necessary.
- (3) Contact Center Staff must be advised, both in the position description and at the time of hiring, that all Contact Center calls will be monitored and/or recorded.
- (4) Contact Center Managers must notify Contact Center Staff in writing of the standards against which their calls will be evaluated prior to using monitored calls for a formal evaluation or disciplinary process.

b. Call Recording

- (1) Only calls made to or from an approved TTUHSC Contact Centers may be recorded.
- (2) All callers must be advised as part of the TTUHSC welcome message that calls may be monitored and/or recorded for service improvement purposes.
- (3) Recordings must be set to automatically stop when Contact Center Staff finish a call, or the call is transferred to a non-Contact Center extension.
- (4) Call and screen recording containing Payment Card Information (PCI) must be set to automatically "blackout" when Contact Center Staff take a credit card payment over the phone. Contact Center Managers are responsible for notifying TTUS Communication Services prior to establishing a new payment process within a Contact Center and/or changing payment sites
- (5) Contact Center Managers must seek further guidance from Human Resources if a recording has been identified as part of a disciplinary investigation.

- (6) Access to recordings will be controlled by eRaider login and restricted to Contact Center Managers and supervisors designated by the senior person at the appropriate school, business unit, or department/division.
- (7) All-access to call recordings must be logged.
- (8) Contact Center Managers must be trained by TTUS Communication Services on how to live monitor and access recorded calls and screen recordings if needed.
- (9) Call recordings and related screenshots must be stored for a minimum of 30 days after the call. Authorized Contact Center Staff may access these recordings at any time as deemed necessary.

c. Call Archiving

- (1) In the event that a recorded call needs to be retained for more than ninety (90) days or the call needs to be made available to users outside the call recording system, the Contact Center Manager must send an email request to TTUS Communication Services asking that the call recording be archived. The request should contain, at a minimum:
 - i. Identifying information about the call, including Call ID, caller number, date, and time
 - ii. A brief description of the reason for the request to export.
- (2) TTUS Communication Services must locate the recording and move it to a secure server.
- (3) Request to access and/or release a call recording to users outside the call recording system must be reviewed and approved by Human Resources or the Office of the General Counsel. Call recordings must not be released by Call Center Staff.
- (4) Approval must be obtained from Human Resources and/or the Office of General Counsel prior to deletion of archived calls.

3. Violation

Any violation of this policy may result in disciplinary action, up to and including termination of employment. TTUHSC reserves the right to notify the appropriate law enforcement authorities of any unlawful activity and to cooperate in any investigation of such activity.

4. Right to Change Policy

TTUHSC reserves the right to interpret, change, modify, amend, or rescind this policy in whole or in part at any time without the consent of employees.

5. Document Details

Approval and Ownership

Approved By	Keith Halman
Title	Associate Vice Chancellor & CIO, Texas Tech University System
Approval Date	02/06/2023
Owner(s)	TTUS Information Technology

Revision History

Version	Description	Date Reviewed	Date Submitted for Publishing	Reviewer(s)
1.0	Initial version.	06/28/2019	06/28/2019	TTUS Communication Services
2.0	Annual review. Other description as needed	05/05/2022	02/06/2023	TTUS Communication Services, TTUHSC IT GRC