|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Call Recording Form** | | | | | |
| **Agency Name** |  | | | | |
| **Department** |  | | | | |
| **Address** | |  | | | |
| **Contact Name** | |  | | | |
| **Contact Phone** | |  | | | |
| **Contact Email** | |  | | | |
|  | | | | | |
| **Call Recording** | **Basic**  **System**  **Requirements** | | # of Agents: |  | |
| # of Supervisors: |  | |
| # Calls/Per Day |  | |
| Avg. Call Length/Sec |  | |
| **Recording**  **Types** | **Voice** | | **Voice** | | Yes No |
| On-Demand | | Yes No |
| (On Demand can be based on Call Type or filters can be defined to randomly record a specific number of calls within a defined timeframe)  ***Example: 20% of all calls between 8am to 5pm M-F*** | | *Filter by Call Type* |
| Yes No |
| *Random* |
| Yes No |
| *Percentage* |
| 0 % |
| Continuous (100%) | | Yes No |
| **Data** | | **Data** | | Yes No |
| On-Demand | | Yes No |
| (On Demand can be based on Call Type or filters can be defined to randomly record a specific number of calls within a defined timeframe)  ***Example: 20% of all calls between 8am to 5pm M-F*** | | *Filter by Call Type* |
| Yes No |
| *Random* |
| Yes No |
| *Percentage* |
| 0 % |
| Continuous (100%) | | Yes No |
|  | | | | | |
|  | **Storage** | | Online (Real-time)  Days of Storage  ***Example: 30 to 90 Days*** | |  |
| Archive Days of Storage  ***Example: 90+Days*** | |  |

Please complete the form and email to ITS.Incidents@its.nc.gov