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 AVP for Human Resources, and the Managing Director for TTU System (TTUS) Communication Services.

TABLE OF CONTENTS

POLICY: 2
1. Definitions 2
2. Policy Statement 2
    a. Contact Center Management 2
    b. Call Recording 2
    c. Call Archiving 3
3. Violation 3
4. Right to Change Policy 3
5. Document Details 4

(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 Cl6(e.1(y)15.8 (d.14281)r4 (di)-24. (di)-24-8hot5.5(ont)-c1 (c15