

## Red Box PCI Suppression

Red Box Recorders bring simplicity to digital recording, with flexible solutions that are easy to specify, install and manage. With a focus on specific market needs, Red Box have developed a range of solutions to enable customers to comply with Payment Card Industry (PCI) and other sensitive information requirements to suppress specific parts of recordings. These solutions provide a flexible and simple approach to compliance.

The range of solutions available from Red Box enables customers to select the best method of compliance and integration to suit their specific requirements. Red Box PCI Suppression will suppress the audio for selected parts of a call and still provide a single authenticated voice recording record with suppressed audio (silence) where PCI Suppression was initiated. This is a mandatory requirement for any company regulated by a financial regulatory authority.

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## PCI Suppression Options

Red Box PCI Suppression has been specifically developed to meet the needs of all organisations, allowing compliance with not only PCI DSS but also financial regulatory authorities and any other evidential regulation that requires unaltered audio for evidence. Suppression is a feature within the Red Box recorder that allows control of the audio recording when the call is active, creating a suppressed (silent) part of the call where suppression is required. There are two methods of suppression that can be configured within the solution:

- 1) Total Suppression - This method of suppression ensures that no audio is sent to the recorder during the suppression time period. Silence is inserted during the suppression time period upon replay, ensuring the suppressed audio is completely unavailable.
- 2) User Suppression - This method of suppression enables only the system administrator to replay the suppressed audio for investigation purposes. No other user has access to it and when a call is replayed, silence is inserted during the suppression time period.

The following screen shot shows how the suppressed audio will appear in the Quantify Media Player:



In the above example the agent has initiated the audio to be suppressed between point 1 and 2 while credit card details were being taken. Recording was suppressed on both the agent and customer sides of the recorded call. Upon replay the user is able to skip the recorded silence if required. It is also possible to suppress audio multiple times during a single call if required (the default is a maximum of three times per call).

## Red Box PCI Suppression Methods

In order to assist our customers in achieving PCI compliance, Red Box have a range of applications and interfaces that allow the customer to control (manually or automatically) the suppression of audio within a call.

The following options are currently available for customers:

### Manual



**PCI Agent:** This is a windows PC based application that allows the agent to manually select a software button on their PC to start the suppression (pause the recording of audio) and resume (resume the recording of audio). This also allows a timeout to be configured ensuring recording will resume after a given period of suppression.



**PCI Phone:** This is a method of triggering which provides the agent with the ability to trigger suppression via a specific keypad sequence. This simply utilises the telephone keypad, allowing the recorder to detect certain key presses to start and stop suppression, with configurable timeouts as required.



**PCI Cisco:** The Red Box recorder allows Cisco phone users to control the suppression of audio via their XML enabled Cisco phone. The user designates a soft key on their Cisco phone to start and stop suppression when sensitive information is being discussed.

### Automatic



**PCI Screen:** This is a Windows PC based application that resides on the agents PC. It runs transparently in the background as a windows service and will automatically trigger suppression based on the 'Windows Titles' of the application used on the PC. This essentially automates suppression when a card payment application or an application to capture sensitive data is opened. Recording is resumed when the specific application is closed.



**PCI Toolkit:** Red Box also offer a Recorder Application Interface (RAI) which provides socket based commands that will allow a system integrator or software developer to control the voice recorder using their own software developments or applications. This provides an open and flexible method of integration for PCI or any other type of requirement for controlling what is recorded.

### PCI Agent



This is a windows PC based application that allows the agent to manually select a software button on their PC to start the suppression (pause the recording of audio) and resume recording (resume the recording of audio). This also allows a timeout to be configured ensuring recording will resume after a given period of suppression.

#### Example Call Flow:

A call between a customer and an agent takes place and will involve the agent taking a credit card payment from the customer. Before the agent requests the credit card details from the customer, they click on the start suppression icon on their desktop. This is picked up by the Red Box recorder and recording of the audio for that particular channel is paused. Once the transaction has been completed the agent clicks on the stop suppression icon on their desktop once more and recording is then resumed from this point.



### 3rd Party Requirements

The PCI Agent application requires the Agent PC to be running one of the following operating systems:

- Windows XP
- Windows Vista
- Windows 7

### Availability

PCI Agent is available in Software Release 1D SP2 or greater. For specific commercial and availability details please speak to your local Red Box Recorders Representative.

## PCI Phone



PCI Phone is a feature that will enable agents to enter a 'key-press sequence' onto their DTMF enabled handset during a call, this will then activate a fixed-length period of audio suppression when discussing sensitive information. The agent is able to terminate (stop) the suppression when required with another key-press sequence, or allow it to time out.

Suppressed audio will be flagged as sensitive and will be inaudible to non-administrators in the browser interface. Alternatively, an extra configuration option can be turned on which ensures that suppressed audio is completely discarded, making it unavailable to any users.

The default time-out period within this module is 15 seconds; however this is configurable by the system administrator.

### Example Call Flow:

A call between a customer and an agent takes place and will involve the agent taking a credit card payment from the customer. Before the agent requests the credit card details from the customer they enter a DTMF sequence into their handset. This sequence is picked up by the Red Box recorder and recording of the audio for that particular channel is paused. Once the transaction has been completed the agent enters in the DTMF sequence once more and recording of the audio is resumed.



### 3rd Party Requirements

This feature currently requires handsets which use DTMF dialing tones to communicate. This feature is available for trunk-side, digital extension-side and Passive VoIP recording only.

### Availability

PCI Phone is available in Software Release 1D SP2 or greater. For specific commercial and availability details please speak to your local Red Box Recorders Representative.

### PCI Cisco



The Red Box recorder allows Cisco phone users to control the suppression of audio via their XML enabled Cisco phone. The user designates a soft key on their device to start and stop suppression when discussing sensitive information with customers.

In addition to this, it is also possible to configure an automatic time out feature so that recording will resume even if the user forgets to start recording again. This option is configurable by the system administrator.

The advantage of this application is that it does not require development or additional software on the customer side. Red Box use the embedded functionality of the XML enabled Cisco IP phone range to allow users to control the audio recording. Because this solution is controlled via the Cisco phone system, the agent does not have to be located on the same network infrastructure as the recorder. This application is ideal for supporting Branch and Outsourcing deployments where audio suppression is required for PCI compliance or where sensitive information must not be recorded.

Suppressed audio will be flagged as sensitive and will be inaudible to anyone without administrator level login to the browser interface. Alternatively, an extra configuration option can be turned on which ensures that suppressed audio is completely discarded and therefore not available to any level of user.

#### Example Call Flow:

A call between a customer and an agent takes place and will involve the agent taking a credit card payment from the customer. Before the agent requests the credit card details from the customer they press the designated soft key on their XML enabled Cisco IP phone. This is picked up by the Red Box recorder and recording of the audio for that particular channel is paused. Once the transaction has been completed the agent presses the soft key once more and the recording of the audio is resumed.



#### 3rd Party Requirements

This feature is only available on XML enabled Cisco IP handsets.

#### Availability

PCI Cisco is available in Software Release 1D SP2 or greater. For specific commercial and availability details please speak to your local Red Box Recorders Representative.

## PCI Screen Application

The PCI Screen controls the Red Box recorder according to a set of pre-defined rules regarding the user screens and applications within the system. The rules are configured by the system administrator and are based upon the various Windows applications that an agent may be required to use.

The PCI Screen is a Windows based application that runs as a service on the agent workstations. The PCI Screen may be installed directly onto the agents Windows workstation or alternatively 'pushed' out as part of the company's application roll-out process. The PCI Screen is started automatically when the agent logs onto their workstation, this is transparent to the agent, making it a perfect solution when agent intervention is not considered appropriate. The PCI Screen also requires no development from the customer as everything is controlled through the Quantify Administration module, meaning it can be deployed in environments where CRM and 3rd Party application development is not possible.

### PCI Screen Rules:

A rule may be defined for all agents. As an example: when they open an application with 'payment' in the Windows title, the audio recording will be suppressed. Recording will continue only when the "payment" application window closes – even if they use a different application in the meantime.

### Example Call Flow:

A call between a customer and an agent takes place and will involve the agent taking a credit card payment from the customer. When the agent is ready to take the payment details from the customer they click on the payment button. This will display the payment screen with 'payment' written in the Windows title. At this point, the PCI Screen Application will automatically notify the Red Box recorder to start suppression. Once the payment has been completed by the agent, the agent closes the payment screen. At this point the PCI Screen Application will automatically notify the Red Box recorder to end suppression.



### 3rd Party Requirements

The PCI Agent application requires the Agent PC to be running one of the following operating systems:

- Windows XP
- Windows Vista
- Windows 7

### Availability

PCI applications are available in Software Release 1E or greater. For specific commercials and availability details please speak to your local Red Box Recorders Representative.

### PCI Toolkit



Red Box also offer a Recorder Application Interface (RAI) which provides socket based commands that will allow a system integrator or software developer to control the voice recorder using their own software developments or applications, offering an open and flexible method of integration for PCI and many other requirements.

This approach to suppression requires integration to the Business Applications that an agent uses. Through analysis of the processes that an agent follows when dealing with sensitive information, we are able to identify triggers or suitable points in the call flow to start and stop recording.

#### Example Call Flow:

For example, an agent opens the payment screen of the business application they are using. At this point the business application would send a trigger to the recording system via the RAI to instruct the recorder to pause recording. Once the payment has been completed another trigger is sent to the recorder to instruct it to resume recording.



#### Availability

The PCI Toolkit is available in Software Release 9B or greater. For specific commercials and availability details please speak to your local Red Box Recorders Representative.

## PCI Discovery

Depending upon whether manual or automated intervention is required, the following discovery questions should be asked:

### Manual

- What is the agent workstation environment?
- Do the agent workstations reside on the same LAN as the recorder?
- What type of handsets are the agents using?



### Automated

- What is the workstation environment?
- Do the agent workstations reside on the same LAN as the recorder?
- Which applications do the agents use for payments?
  - Windows Title name required
- Does the customer have development capability?

#### About Red Box Recorders

Red Box brings simplicity to digital recording, with flexible solutions that are easy to specify, install and manage.

We focus on voice and data capture: Red Box software solutions cover everything from storage and event logging, to retrieval, playback and quality management and analytics.

Our latest multi-function products incorporate smart, reliable and

cost-effective technologies, including Web-based interfaces that give worldwide access to replay, configuration and maintenance.

Red Box has over 20 years' experience in over 120 countries and the industry's most capable development team. Moreover, we provide the full range of professional services that businesses need, as well as expert advice and guidance for specific sectors.