



*Ambulatory Clinic Policy and Procedure*

Title: <b>CONTACT CENTER CALL MONITORING AND RECORDING</b>	Policy Number: <b>EP 1.22</b>
Regulation Reference:	Effective Date: <b>7/2019</b>

**Policy Statement:**

It is the policy of Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to record and monitor any call routed through or from a TTUHSC El Paso contact center.

**Scope and Distribution:**

The purpose of this policy is to establish procedures to manage call monitoring and recording in accordance with TTUHSC El Paso personnel and security requirements. Monitoring, recording, storing and archiving of incoming calls to TTUHSC El Paso contact centers improves the service provided to callers and supports staff carrying out their responsibilities.

Monitoring, recording, storing and archiving incoming calls and screen shots provides an accurate record for the following:

1. Identifying contact center staff training/developmental needs.
2. Identifying and documenting abusive or nuisance calls.
3. Improving contact center staff performance and quality of service to our patients.
4. Establishing facts in the event of a complaint either by a caller or a staff member and assisting in a resolution.
5. Assisting in contact center quality control to identify issues related to procedures, with the goal of improvement.
6. Confirming that calls are accurately and efficiently transcribed when needed.

This policy applies to any call routed through or from a TTUHSC El Paso contact center in the ambulatory clinics.

**Definitions:**

1. Contact Center: A contact center is an automated call distribution system used at TTUHSC El Paso to handle and manage patient phone calls.
2. Call: A call is defined as the voice call itself, as well as related workstation screen shots of the contact center agent handling the call.
3. 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.
4. Contact Center Agent Supervisor: A contact center supervisor is a department employee assigned to oversee the performance of the contact center agents within that department.
5. Contact Center Agent: A contact center agent is considered any employee who handles patient calls routed through the TTUHSC El Paso contact center.
6. Call monitoring: The listening and/or reviewing of a live or recorded inbound or outbound telephone call through the contact center. Call monitoring is generally used in training and/or to ensure that



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customer service and productivity goals are being met.

### **Procedure:**

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1. All TTUHSC El Paso contact center callers will be advised as part of the welcome message that calls may be monitored and/or recorded for service improvement purposes.
2. All calls initiated in the AVAYA contact center environment are subject to recording in its entirety from beginning to end. This includes but is not limited to calls that are transferred outside of the contact center (i.e. department/clinical staff).
3. The contact center shall be used strictly for business-related calls. The system shall not be used for ANY personal/private matter of any kind.
4. Departments shall notify the contact center manager via their TTUHSC email of each individual designated in their department as a contact center agent and as a contact center agent supervisor, as well as any additions or removals. The contact center manager will maintain a summary list of such individuals.
5. Contact center agent supervisors will notify contact center agents, either at the time of hire or upon assuming contact center responsibilities that any call routed through the contact center may be monitored and/or recorded. This information will also be included in the position description of all contact center agents.
6. Contact center agent supervisors shall document that each employee is informed of the work place areas that are subject to monitoring and/or recording and that the TTUHSC El Paso contact center phones should not be relied on as confidential, if used for discussion of private matters. Contact center agents will sign the "Notice of Monitoring" (attachment A). The original signed form will be forwarded along with the request for access to the AVAYA system. A copy of the form will be maintained by the contact center agent supervisor and the contact center manager.
7. Contact center managers shall notify agents of the standards against which their calls will be evaluated in writing prior to using monitored calls for a formal evaluation or disciplinary process.
8. Contact center managers will identify and designate areas where recording takes place and verify appropriate personnel who have authority to access recorded data.
9. Contact Center Manager must seek further guidance from the assistant vice president of human resources if a recording has been identified as part of a disciplinary investigation.
10. Contact center calls may be monitored, whether live or stored, and reviewed via two mechanisms: the NICE Uptivity application and Archive Recording. The Texas Tech University System Communication Services Department shall store call recordings securely with access to the archived recordings controlled and managed by Communication Services in conjunction with TTUHSC El Paso Information Technology (IT) Security.
11. Access to the recordings will be controlled by eRaider login and restricted to TTUHSC El Paso contact center managers and supervisors designated by the senior person at the appropriate school, institute, operating unit, or department/division. All access to recorded calls is logged.



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12. Communication Services will train contact center managers on how to live monitor and access recorded calls, and screen recordings if needed.
13. The NICE Uptivity application functionality stores calls and related screen shots for a pre-defined period of time (currently 30 days) after the call. Contact center agent supervisors or the contact center manager may access these recordings at any time as deemed necessary to support the business operations of the clinic.
14. Certain calls may be identified as needing to be retained for a period greater than 30 days or indefinitely. Examples of such calls may include but are not limited to: significant patient complaints, threats against individuals or the institution, or for use in the employee disciplinary process. Such calls will be retained and archived according to the following process:
  - a. A call requiring archiving is identified by an authorized user of the AVAYA system.
  - b. A request to archive the call is generated by the contact center agent supervisor to the contact center manager via his/her TTUHSC email. 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 archive.
  - c. The contact center manager will forward the request to TTU System Communications Services.
  - d. The TTU System Communications Services will locate the recording and move it to a secure server for storage.
  - e. Requests to access an archived recording may be initiated by the contact center manager or the contact center agent supervisor for approval by the contact center manager. These individuals are encouraged to communicate with Human Resources or the Office of General Counsel on campus prior to requesting the release of the recording.
  - f. Release of the recording, or a transcript, will be made available to Human Resources or the Office of General Counsel on campus. In no circumstances, will the recording or transcript be released directly to the contact center manager or contact center agent supervisor. The recording and/or transcript will be released to the contact center manager or contact center agent supervisor by Human Resources or the Office of General Counsel.

**Violation of This Policy:**

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Violation of any part of this operating policy may result in disciplinary action in accordance with other applicable TTUHSC El Paso policies.

**Right to Change Policy:**

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TTUHSC El Paso 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.

Policy Number: <b>EP 1.22</b>	Original Approval Date: <b>1/2015</b>
Version Number: <b>3</b>	Revision Date: <b>7/2019</b>
Signatory approval on file by: Juan Figueroa, M.D. Director of Clinical Operations Clinic Operations Committee, Chair Texas Tech University Health Sciences Center El Paso	



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Attachment A

Notice of Monitoring During Use of Contact Center Phones.

I have received a copy of TTUHSC El Paso Ambulatory Clinic Policy 1.22, Contact Center Call Monitoring and Recording. I am aware of the following:

1. The use of the contact center should be restricted to business-related calls.
2. All calls into and out of the contact center may be live monitored, and are recorded and retained for a minimum of 30 days.
3. In the event I believe a call should be retained longer than 30 days, I should contact my supervisor.
4. I am aware that call recordings may be used for training, evaluation, and disciplinary processes.

Department: \_\_\_\_\_

\_\_\_\_\_  
Contact Center Agent

\_\_\_\_\_  
Contact Center Agent Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

This form should be submitted, along with the request for AVAYA access, to the Contact Center Manager. A copy should be retained by the Department and the Contact Center Manager.