

## Privacy administrator

### 1 The special user privacyadmin

Access to sensitive information and the call recording management service is delegated to the special user named privacyadmin. The privacyadmin user is present by default in KalliopePBX. However, it is necessary to enable GUI access and configure the authentication password via the User Management panel.

The privacyadmin access user is independent of the system administrator (admin) to fully preserve the information subject to privacy contained within the KalliopePBX control unit. In particular, when accessing the KalliopePBX web interface with the credentials of "privacy administrator" (special user privacyadmin), the operating menu shows only the following items:

**Phonebook**

**Call log**

**System settings**

**Call recording**

The call log allows you to view all the calls made and received by the KalliopePBX control unit, complete with details and numbers in clear text. The technical administrator (admin) cannot view the whole call log numbers, as the last three digits are anonymized to protect end customer privacy.

Under "System settings," the privacyadmin can decide to delegate his "powers" (i.e., access rights to information, subject to privacy) to other standard users of the switchboard. Only the privacy admin can delegate to other users and modify their access rights to privacy information.

The call recording service is available only to the special privacyadmin user and to users delegated explicitly by him. This service consists of two screens:

**View log (of recorded calls)**

**Edit Settings (of recording service)**

#### 1.1 Call log view

In the recorded call log, the privacyadmin (as well as delegated users) can perform the following tasks: access the list of call recordings, perform advanced searches, listen to recordings directly from a web browser (by clicking the character 🎧), download them to a PC (by clicking the character 📄).



ID univoco	Giorno del mese	Inizio registrazione	Fine registrazione	Direzione	Tipo	Numero di sequenza	Volume di archiviazione	Percorso di archiviazione	Richiedente	Tipo destinazione	Nome destinazione	Azioni
1469358349.85	24/07/2016	13:06:08	13:06:22	Mix	Su richiesta	1	Storage locale	2016_07_24	201	Chiamata a gruppo	Amministrazione	🎧 📄
1469357878.70	24/07/2016	12:58:19	12:58:33	Mix	Su richiesta	1	Storage locale	2016_07_24	201	Chiamata a gruppo	Amministrazione	🎧 📄
1469357734.38	24/07/2016	12:55:58	12:56:04	Mix	Su richiesta	1	Storage locale	2016_07_24	201	Chiamata a gruppo	Amministrazione	🎧 📄
1469357636.27	24/07/2016	12:54:05	12:54:09	Mix	Su richiesta	1	Storage locale	2016_07_24	201	Chiamata a interno	FedericoRossi	🎧 📄
1469357587.16	24/07/2016	12:53:16	12:53:26	Mix	Su richiesta	1	Storage locale	2016_07_24	201	Chiamata a interno	FedericoRossi	🎧 📄

A new tab is automatically created monthly to make browsing easier. Calls are listed by default from most recent to oldest, and report:

- **UniqueID, the unique identifier of each call**
- **Start and end date and time of each recording**
- **Direction, ie which flow was recorded (in / out / both / mix)**
- **Type of recording made (unconditional / on request)**
- **Storage volume (local / remote storage)**
- **Storage path**
- **Applicant**
- **Type of destination**
- **Destination name**

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### 1.2 Call Recording Service Settings

You can set the entities that govern the call recording service behavior on this page and set one or more storage locations to save the recordings. In addition to local storage, it is also possible to select remote recording paths (if correctly configured).

In the "Entities enabled to record calls" box, you can set various recording rules.



The following table shows the parameters that can be defined for each registration entity (from left to right).

Parameter	Description	Value
<input checked="" type="checkbox"/> Qualified	Enable or disable a registration entity	On/Off
Entity type	Type of call for which to activate recording	Group call / Queue call / Extension call / Extension call
Entity	Depends on the previous field. Indicates the identity involved in the registration rule	Group Name / Queue Name / Extension
Registration type	Indicates whether call recording should take place automatically or on request, with the possibility of recording the call in-progress. In the latter case, the recording will only contain the portion of the call contained between the start and end registration commands (see numbering plan)	Unconditional / on request
<input checked="" type="checkbox"/> Enable/disable service for internal calls	Enable or disable this registration entity between two KalliopePBX extensions	On/Off
At the start of recording	Defines the file to be executed in the call to signal the start of call recording (among those made available on the KalliopePBX through the Audio File settings)	Path of the audio file among those available
Upon completion of recording	Defines the file to execute in the call to signal the end of the call recording (among those made available on the KalliopePBX through the Audio File settings)	Path of the audio file among those available

Parameter	Description	Value
Path prefix	Allows the saving path prefix definition of the recording file from those available (see example image). It can also be left empty.	No prefix / One of the drop-down menu values
Custom path	Allows the definition of a custom path to save the recording file to be appended to the prefix set in the previous field to facilitate its cataloging on the destination storage. This field can be left blank.	Custom path text
Path suffix	Allows the saving path suffix definition of the recording file from those available (see example image). It can also be left empty.	No prefix / One of the drop-down menu values

It is possible to define an arbitrary number of registration entities, thus taking advantage of the maximum flexibility in determining the access criteria for this service.

### 1.3 Enable privacy access for Kalliope users

As previously mentioned, the privacyadmin user can delegate access to the privacy information and configure/consult registrations to other Kalliope users.

As seen below, the privacyadmin can enable access for Kalliope users from the User Management tab by selecting the checkbox corresponding to the desired user and clicking on the Enable privacy access button. In the same way, it is also possible to disable privacy access for a previously enabled user.



Lista utenti									
Nome utente	Ruolo	Nome	Cognome	Interno	Metodo di autenticazione	Accesso GUI	Accesso CTI	Accesso privacy	Azioni
privacyadmin	Amministratore della privacy di tenant	Privacy	Admin		Locale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
phonebook	Utente della rubrica di tenant	Phonebook	User		Locale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
click2call	Utente Click2Call di tenant	Click2Call	User		Locale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
flavio	Utente del tenant	Flavio	Calzaretta	100	Locale	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Once the privacy access is enabled, the user logs into Kalliope with their credentials and will see the new privacy items directly in the operating menu.