

Call Recording and/or Call Monitoring Policy Sign Off

To be completed and signed by the Vice President, Dean or their designee responsible for the specific contact centers listed on this sign off document. NYU IT Global Infrastructure and Operations (GIO) may contact the signatory's office to review and/or renew this sign off document.

Which Plan will you implement?

- Call Monitoring: designated individuals will be able to access and monitor real-time service calls between contact center agents and clients/customers
- Call Recording/Monitoring: designated individuals will be able to listen to recorded service calls and access and monitor real-time service calls between contact center agents and clients/customers

Information about the contact center(s) to which this plan will be applied:

Name of the contact center office(s):

Phone number clients/customers use to call the contact center(s):

Who will be the primary contact person(s) in the department regarding all matters related to call recording and/or call monitoring?

By signing this document, the approver acknowledges the following:

- Only the contact centers specifically listed will be provisioned with the Call Recording and/or Call Monitoring Service.
- The department/organization named below is responsible submitting a request form to:
 - add or remove contact center agents and supervisors from the contact center(s)
 - add/change/revoke monitoring and/or record access permissions from supervisors
 - request updates to prompts (pre-recorded messages) that are heard by callers prior to their call being recorded or monitored
- The signatory attests that the plan proposed by themselves or their designee meets the requirements of the University Policy on Call Recording and/or Call Monitoring.
- The department/ organization named below is responsible for ensuring that all employees to whom this Call Recording and/or Call Monitoring plan applies understand and abide by the plan.
- The department/organization named below is responsible for contacting NYU IT Global Infrastructure and Operations (GIO) if approver (i.e. the Vice President, Dean or their designee) changes.

Signature: _____ Date: _____

Printed Name: _____

Title: _____

Department/School or Parent Organization: _____