

Retention & Destruction of Call Recordings

1. Purpose

These guidelines are to outline the length of time that a recorded call that has come through to the main Council number 8571 1000 is retained for. This is to ensure that only calls that have been used for coaching purposes be retained and that calls with credit card details are not retained.

2. Background

To assist with the coaching of staff, calls that come through to the Main Council number are recorded. These recordings are kept on a virtual server and a small number are then accessed by the Customer Support Training and Administration Officer for coaching. These recordings are accessed by a limited number of staff. This is limited to staff in the Customer Service Support Team. In addition Customer Service Officers can access call that they have managed however, they cannot access calls managed by other officers.

3. Scope

These guidelines are applicable for calls that have come through via Council's main number 85711000 to the Customer Service Team at The City of Greater Dandenong.

4. Guidelines

1 – Calls that have not been used for coaching purposes are to be deleted within 28 days. This is to ensure that any calls that may contain credit card details are not retained beyond 28 days.

2 – Calls are kept for 28 days to allow time for the Customer Support Training and Administration Officer to select a number of calls per Customer Service Officer for assessment purposes.

3 – Only calls that do not contain credit card details are to be used for assessment purposes and to be retained for longer than 28 days.

2 – Deletion of recorded calls that have not been used for coaching purposes is automated and happens within 28 days of the call being recorded. This timeframe has been selected to allow enough time for the Customer Support Training and Administration Officer to assess calls against the Call Quality Criteria.