

Five9 WFO Recording Data Protection

Add an extra level of security to protect your sensitive data.

The Five9 WFO solution has a powerful protective layer of security which prevents exposure of valuable customer data. The solution supports efforts to meet regulatory compliance concerns and data privacy standards. Five9 WFO includes key security management within its core functionality and offers multiple methods of additional protective measures.

As part of the standard Five9 WFO offering, we utilize the highly secure Amazon Web Services (AWS) cloud data centers, which offer a world-class level of data privacy. AWS is a secure technology platform with industry-recognized certifications and audits including:

- PCI DSS Level 1
- ISO 27001
- FISMA Moderate
- FedRAMP
- HIPAA
- SOC 1 (formerly referred to as SAS 70 and/or SSAE 16) and SOC 2 audit reports

Assisting with PCI Compliance

Also standard with the Five9 WFO solution is a granular level of security, featuring additional configuration parameters within the product's administrative controls. This allows customers greater flexibility in assigning permission levels down to the button level. Even with this included level of security, industry compliance forces call recording applications to address section 3.2 of the PCI DSS:

Do not store sensitive authentication data after authorization (even if encrypted). If sensitive authentication data is received, render all data unrecoverable upon completion of the authorization process.

Five9 Recording Data Protection for Added Security

For more advanced security Five9 provides the recording data protection application programming interface (API), available in multiple options, to ensure a more advanced, secure environment. In addition to assisting with PCI compliance, this also ensures HIPAA as well as other compliances and requirements.

The recording data protection API allows you to remove sensitive authentication data (SAD) entirely from recordings and prevent the storage of any SAD after authorization. The API also assists with section 3.4 of the PCI DSS by removing the primary account number (PAN). With SAD and PAN information removed from recordings, and being completely unrecoverable, the remainder of the application falls out of scope. All storage, access, archive, export, query, print, or any other touchpoint is done so against a file containing no SAD or PAN information whatsoever.

Benefits

- Creates a worry-free secure environment
- Provides an extra layer of added security and protection for customers
- Presents a favorable strategy to PCI assessors
- Reduces risk without increasing IT resource requirements
- Locks down valuable customer data by removing it from access
- Scales without adding complexity or cost
- Provides the enhanced security processes needed to ease management concern

Features

- Easy-to-use, predictable UI
- Deep levels of security controls and permissions
- Secure, real-time recording and metadata integration
- Innovative approaches to data protection
- Low cost of ownership
- Security supported by AWS compliances
- Sophisticated implementation and training

The Five9 recording data protection API can automatically remove the spoken credit card number and/or printed credit card number from audio recordings and screen recordings. For contact centers handling sensitive information recorded in the Five9 platform the recording data protection API can be initiated by a variety of inter-application triggers to remove sensitive information from recorded interactions.

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The Five9 recording data protection API events are used for processing the removal of sensitive data. This is commonly used to remove credit card information, social security numbers, and other private data for PCI or HIPAA standards.

The Five9 call recording application controls playback and review based on restrictions applied by users and profiles. Since playback is a necessity, a challenge is the fact that other users could have access to sensitive cardholder data. To reduce this exposure, Five9 developed a feature for recorded audio and media that detects the start and stop of a credit card transaction. This feature mutes the audio and wipes out the screen images during the life of the credit card transaction.

API Triggering

The most effective method for implementing the Five9 recording data protection API with your order processing software is to insert scripts before and after the application accepts and processes sensitive information. These scripts can be coded using industry standard web services. All information between scripts is rendered unrecoverable from audio and video recordings. It automatically captures multi-channel interactions, including calls, emails, and web chats via user-defined, screen-based triggers. The process of programming your internal workflow to integrate with our APIs can be automated to reduce your IT footprint and provide you with a completely hands-free PCI compliance option. This option is the most popular and cost-effective method for interfacing with the recording data protection API.

Manual Agent Triggering

The simplest way to remove SAD and PAN from recordings is to have agents click a button when they wish to exchange sensitive information, and then click again to resume normal transaction processing. All information between each click is rendered unrecoverable from audio and video recordings. While this option introduces the human element into the process, the application triggers Five9 to resume recording at a preset time to help ensure required recordings occur. This feature can be overridden by agents if they need the recording pause period to go on longer than the initial preset time.

Learn More

Want to learn more about how Five9 WFO Recording Data Protection can help you secure your data and remain compliant? To get started, visit www.five9.com or call **1-800-553-8159**.



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About Five9

The Five9 Intelligent CX Platform provides a comprehensive suite of solutions for orchestrating fluid customer experiences and empowering agents. Our cloud-native, multi-tenant, scalable, reliable, and secure platform includes contact center; omnichannel engagement; Workforce Engagement Management; extensibility through more than 1,000 partners; and innovative, practical AI, automation, and journey analytics that are embedded as part of the platform. Five9 brings the power of people, partners, and technology to more than 2,500 organizations worldwide. Through this combination, Five9 supports customer needs from Day 1 to forever and delivers on our customer commitment: We keep our CX promise, so you can keep yours.

For more information, visit www.five9.com.

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