



Privacy Factsheet

Avaya Desktop Agent 5.3.0.2

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What is Avaya Desktop Agent?

Avaya Desktop Agent (“**Product**”) is an Add-On to Google Chrome web browser. This means that the actual details of data processing depend on the underlying Avaya Workforce Engagement Select Solution (“**AWES**”) to which Avaya corporate customer has subscribed to (including, how the Solution has been configured by such corporate customer). AWES enables: (i) contact centers to record the interactions that happen between agents and data subjects (consumers), (ii) quality evaluators to perform various assessments, (iii) team leaders to look at the performance of their teams, (iv) coaches to train the agents based on the areas of improvements identified, etc. Please reach out to your IT administrator to find out more about the concrete data processing regarding the Solution. This Privacy Factsheet provides general information on how the Product operates and what privacy features have been embedded within it.

For more information regarding privacy at Avaya please visit our [website](#).

Processing Activities within the Product

The Product has been designed to have a variety of features, which will empower the user to make decisions regarding the use of personal data.

- The Product will be activated based on the user configuration of respective triggers: to collect data (e.g., user entries in Chrome web browser) or control data (e.g., start/stop & pause/resume recording - voice and non-voice).
- All the information captured by the Product will be associated to the specific call recording in a secure database within AWES.
- User can make the configuration to automatically pause recordings during entry of sensitive personal data on the website (via Chrome web browser). The Product can be used to start/stop, pause/resume recording based on the activity on the Chrome web browser depending on the specific requirements set by the Avaya corporate customer.

There is no personal data stored within the Product itself on the local device (including the Chrome web browser). The Product is designed to send the data to the Solution that has been deployed in the Avaya on-prem customer environment.

Besides the data being sent to AWES, the Product itself does not share any data with Avaya or other third parties.

Below are the Use Cases / Scenarios.

Assume there is a Bank named GelsonWitte (fictitious bank). It has many customers and one of the customers call in to the Contact Center, and the call lands to an agent Mary Mundy. She answers the calls and during the conversation the customer Kim Cato says she has lost her credit card and would like to block it.

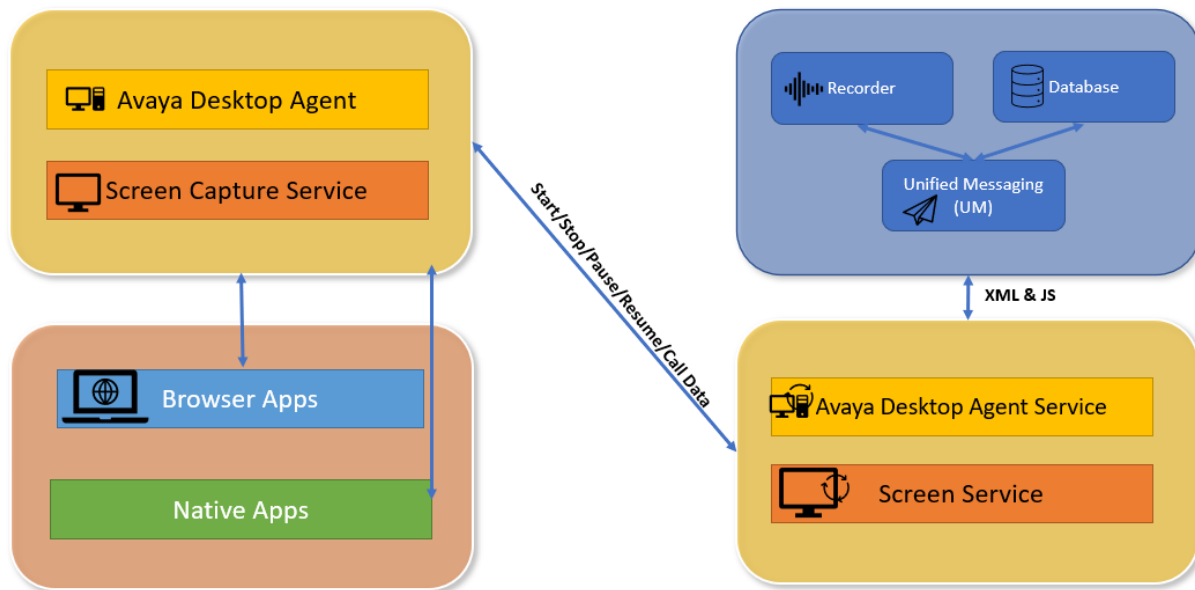
Type of Data	Example
Start Recording	<p>Agent Mary Mundy opens the Banking Application in her Chrome web browser.</p> <div> <p><i>The Bank has a requirement to Record the Interactions only when the Agents open the Banking Application in their browser.</i></p> <p><i>The Bank uses AWES and has enabled the Avaya Desktop Agent Plugin in all the Desktops of Contact Center Employees.</i></p> </div> <p>In this case Mary Mundy opens the Banking Application in her Chrome web browser, because of this action the already installed Avaya Desktop Agent plugin in the Chrome web browser triggers the recording (Start) as per the configuration.</p> <p>Customer Kim Cato mentions that she lost her Credit Card and would like to block it.</p>
Pause/Resume Recording	<p>Agent Mary Mundy navigates to a screen in the Banking Application on the Chrome web browser where she would see the customer transaction data and certain other details. Pause recording is triggered.</p> <div> <p><i>The Bank's requirement is to Pause the Recording when the users navigate to this interface of the Application and Resume when they navigate out.</i></p> </div> <p>Once the details are confirmed agent Mary Mundy navigates to another interface (Resume recording is triggered) where she needs to confirm the 16-digit credit card number with customer. To validate the same, she must click on Reveal Credit Card Number button on the Banking interface to reveal the card number such that she can confirm and validate, while the agent reads out. Pause recording is triggered.</p> <div> <p><i>The Bank's requirement is to Pause the Recording when the users click on the "Reveal Credit Card Number" button in their Banking Application, this would open a pop-up dialog window with the credit card number revealed. Users are required to close only once the verification is completed, once closed the Recording must Resume.</i></p> </div>
Tagging	<p>Agent Mary Mundy confirms the credit card number with customer Kim Cato and closes (Resume recording) the Reveal Credit Card Number window and clicks on button "Block Credit Card".</p> <div> <p><i>The Bank's requirement is to Tag the interaction as Block Credit Card when the users click on the "Block Credit Card" button on the interface.</i></p> </div>

Stop Recording

Agent Mary Mundy confirms that the **Credit Card** is now successfully blocked, and customer Kim Cato should be receiving an SMS. Now she closes the ticket, which is auto created by the Banking Application. When the ticket is closed, **Stop** recording is triggered.

*The Bank's requirement is to associate the Ticket ID as well to the Interaction and **Stop** the Interaction recording when the Ticket is closed.*

The visual chart indicating the Product role within the underlying AWES solution is shown below:



- When the user logs in and opens a web browser then the Product will start monitoring the Chrome web browser activity.
- If URL matches with XML, then the respective JS file will be invoked to the browser.
- If an agent clicks on the configured control (ex: button or text box or menu item), then events will generate from browser to screen, and screen sends to Unified messaging and Unified Messaging sends to Recorder and vice versa.

Screen Capture:

Screen Capture capability is an undetectable back-end process that captures synchronized voice and desktop screen activity of employee interactions. Screen Capture enables contact centers to customize business rules to determine when screen captures should be part of an agent or employee recording. Between the start and stop of the screen captures, the Product will mask the confidential data based on the configurations defined.

Recorder:

Voice and non-voice recording, and logging are essential for assessing interaction quality. Recorder module enables contact centers to deploy robust recording capabilities, including 100-percent recording, random recording, event-driven recording, on-demand recording based on the triggers.

Unified Messaging (UM):

The Messaging component acts like a proxy between the Recorder and Screen component. The Recorder directly interacts with the Messaging component which in turn checks for bandwidth availability and accordingly processes screen requests.

- END OF THE PRIVACY FACTSHEET -