

10 October 2023

Karl Bloxham

[fyi-request-24210-2122391b@requests.fyi.org.nz](mailto:fyi-request-24210-2122391b@requests.fyi.org.nz)

Kia ora Karl

**Your Official Information Act request, reference: GOV-027994**

Thank you for your email of 23 September 2023, asking for the following information under the Official Information Act 1982 (the Act):

1. *What is the name of the current system used for the call recordings and when did this system go live.*
2. *What was the name of the previous call recording system and when did that system shut down.*
3. *How long are call recordings kept with the current system and previous system.*
4. *Does ACC, in special circumstances have the ability to restore a recording, after it has been removed from the system, for example a recording which only recently was removed from the system. ( I ask this, as I am aware of a number of District Councils, including other Agency's which are able to restore some call recording ).*

**The current call recording system is Genesys CX Cloud.**

The use of this system officially went live on 10 October 2022. The previous systems were *Audiocodes Smarttap* and *Genesys Engage Speechminer*. ACC has not shut down those systems, but has gradually reduced its use of them since 10 October 2022.

**Call retention periods**

The current call retention period for *Genesys CX Cloud* is 90 days. *Genesys Engage Speechminer* also had a retention period of 90 days, and *Audiocodes Smarttap's* retention period was 14 days. ACC only records calls for training and quality purposes. Once a call is deleted, it cannot be recovered. ACC does not have the functionality to restore a recording after it has been deleted.

**If you have any questions about this response, please get in touch**

You can email me at [GovernmentServices@acc.co.nz](mailto:GovernmentServices@acc.co.nz).

If you are not happy with this response, you can also contact the Ombudsman via [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or by phoning 0800 802 602. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

Ngā mihi



Sara Freitag

**Acting Manager Official Information Act Services**  
Government Engagement