UNIVERGE BLUE®
ARCHIVE

UNIVERGE BLUE ARCHIVE FREQUENTLY ASKED QUESTIONS (FAQS)

WHAT IS UNIVERGE BLUE ARCHIVE?

UNIVERGE BLUE ARCHIVE seamlessly integrates with NEC's UNIVERGE BLUE CONNECT UCaaS platform and automatically captures chat, SMS, voice data, and meetings without administrative or user action for continual data retention. It offers a secure, searchable archive to help quickly identify and retrieve relevant business communications including chat, short message service (SMS), phone calls, voicemails, meetings, and more for productivity use cases, and to support compliance with internal governance and regulatory retention requirements. The solution is fast and easy to deploy and provides a powerful contextual search capability based on a view of all users across different channels.

WHY SHOULD YOUR ORGANIZATION BE INTERESTED IN UNIVERGE BLUE ARCHIVE?

As organizations expand their use of voice calls, SMS, meetings, and chat, business-critical and sensitive information is increasingly shared across these channels, making it critical to safeguard these communications from accidental or inappropriate deletion.

UNIVERGE BLUE ARCHIVE is built for organizations of all sizes across a wide variety of industries to help ensure critical business communications are preserved, searchable and retrievable. Whether your business is concerned about productivity and being able to find information when it's needed, or it operates in a regulated industry and needs to adhere to specific retention, retrieval, and security requirements, UNIVERGE BLUE ARCHIVE is for you. UNIVERGE BLUE ARCHIVE offers peace of mind to businesses that need reliable access to records of past communications.

WHAT CONNECT COMMUNICATIONS CHANNELS ARE ARCHIVED?

With UNIVERGE BLUE ARCHIVE, voice calls, SMS and chat will be automatically captured and archived. CONNECT meetings will also be captured if enabled by an administrator in the archiving portal (disabled by default).

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Channels include:
- **Voice:** call logs, call recordings, voicemails recordings, voicemail transcriptions
- **SMS:** messages, images, attachments
- **Chat:** chat messages, attachments, 'likes', GIFs, images, etc.
- **Meetings:** meeting logs, recordings, public chat and notes (if enabled)

WHO WILL BE ABLE TO ACCESS AND SEARCH THE ARCHIVE?

Archiving Administrators will be able to access the archive by logging in from CONTROL PANEL where they can search, view and export data, as well as manage archive settings and Manager Access and Personal Access users.

Personal Access and Manager Access users can be granted access to the archive by an Archiving Administrator and will be able to search and view a configurable subset of a user's communication data (for example, a manager may be granted access to view the data of their immediate team). Such users will log on using their [CONNECT] credentials after navigating directly to the archive portal URL.

HOW FREQUENTLY IS DATA CAPTURED?

Voice calls are captured multiple times a day while SMS and chat will be captured once a day.

WHAT SEARCH FUNCTIONALITY IS AVAILABLE?

UNIVERGE BLUE ARCHIVE provides powerful context search capabilities based on a unified view of users across different channels with compliant retention of communications. Key search features include:
- Query search, filtering, and saved searches
- Advanced search filters: date, type, participants, direction, and duration
- More filters: file type, recording, transcription, etc.

WHAT MAKES UNIVERGE BLUE ARCHIVE DIFFERENT FROM OTHER UCAAS ARCHIVING SOLUTIONS AVAILABLE IN THE MARKET?

Since UNIVERGE BLUE ARCHIVE is tightly integrated with CONNECT, it's easy to deploy, manage and support. Plus, the UCaaS and archiving solutions are available through a single vendor so it simplifies the purchase process. Some other archiving solutions require customers to bring their own storage and have very limited search capabilities. Also, for businesses operating in relevant regulated industries, basic archiving solutions may not offer SEC 17a-4 compliant storage. UNIVERGE BLUE ARCHIVE offers automatic capture of calls, meetings, chats and SMS with retention options of up to 10 years to address a variety of business use cases. The fast and powerful contextual search capability of retained communications based on a view of all users across different channels enables organizations to quickly find information when it's needed.

UNIVERGE BLUE ARCHIVE supports FINRA, SEC, HIPAA, MiFID II and other compliance programs with optional tamper-proof media storage to comply with SEC Rule 17a-4. And with unlimited capacity*, administrators are not forced to project or adjust storage requirements.

*Subject to the Fair Use limitations set forth in the UNIVERGE BLUE ARCHIVE Product Schedule available at https://univerge.blue/legal/

IS UNIVERGE BLUE ARCHIVE SECURE?

Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.

DOES IT SUPPORT REGULATORY COMPLIANCE PROGRAMS?

UNIVERGE BLUE ARCHIVE supports HIPAA, FINRA and MiFID II compliance programs with optional WORM tamper-proof media storage to help comply with SEC Rule 17a-4. Additional compliance functionality, including Role Based Access Control (RBAC) and Audit Logs, provides further credibility to support these compliance programs.

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IS WORM STORAGE AVAILABLE?

Yes, UNIVERGE BLUE ARCHIVE offers optional tamper-proof WORM (Write Once, Read Many) storage that helps companies comply with SEC / FINRA / MiFID.

ARE THERE ANY LIMITS ON STORAGE SPACE?

No, there are no limits. UNIVERGE BLUE ARCHIVE will have unlimited storage. Please note that generous fair usage limitations will apply which considers the average per user and applies generally to the account. See the UNIVERGE BLUE ARCHIVE Product Schedule at **https://univerge.blue/legal/** for more details.

WHERE IS THE DATA STORED?

UNIVERGE BLUE ARCHIVE offers flexible deployments in data centers in the US, Canada and Europe to suit the location of your choice.

CAN THE DATA RETAINED IN UNIVERGE BLUE ARCHIVE BE EXPORTED?

Data can be exported in native formats and include a CSV summary. Bulk or individual records can be exported.

WHAT ARE SOME COMMON USE CASES?

The most common use cases for UNIVERGE BLUE ARCHIVE are productivity, compliance, and legal.

IS ARCHIVING FOR REGULATED INDUSTRIES ONLY?

No, archiving is useful to businesses in non-regulated industries as well. Any organization using chat, SMS, voice channels, and meetings for communication can benefit from UNIVERGE BLUE ARCHIVE to find information from these interactions when they need it. E.g., customer disputes, sales agent call reviews, knowledge sharing, and more.

WHAT RETENTION OPTIONS ARE AVAILABLE?

UNIVERGE BLUE ARCHIVE retention periods are flexible and customers can choose between 3 months to 10 years depending on the organization's needs and any relevant regulatory requirement. The following subscription options are available:

> **1 Year Retention** – Choose a rolling retention period of 3, 6 or 12 months (the archive will contain at most 1 years' worth of historical data).

> **3 Year Retention** – Choose a rolling retention period of 2, or 3 years.

> **7 Year Retention** – Choose a rolling retention period of 4, 5, 6, or 7 years, with optional tamper-proof storage (designed to support regulatory requirements).

> **10 Year Retention** – Choose a rolling retention period of either 8, 9, or 10 years, with optional tamper-proof storage (designed to support regulatory requirements).

The retention period is configurable in the archiving portal. Legal hold is also available to group and preserves communications relevant to legal matters beyond the active retention period to support legal case workflow and export all case documents.

DOES UNIVERGE BLUE ARCHIVE SUPPORT VIDEO / ONLINE MEETINGS AND ENGAGE CONTACT CENTER?

UNIVERGE BLUE ARCHIVE currently supports data capture from voice calls, meetings, SMS and chats. Capture of additional communications channels, including ENGAGE, is planned for a future release and will be available at an additional cost.

HOW IS UNIVERGE BLUE ARCHIVE DEPLOYED?

Designed for CONNECT, UNIVERGE BLUE ARCHIVE can be selected and provisioned from the UNIVERGE BLUE CONTROL PANEL and deploys in minutes so setup, management and support is fast and simple.

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HOW IS IT PRICED AND SOLD?

UNIVERGE BLUE ARCHIVE is sold as an add-on service to CONNECT on a per licensed user, per month basis. Pricing is based on rolling retention periods on an account-wide / total number of CONNECT seats. (The number of archiving licenses must be exactly the same as the number of CONNECT licenses).

The following subscription options are available:
> 1 Year Retention
> 3 Year Retention
> 7 Year Retention
> 10 Year Retention

Note: Retention length can be configured for less than the subscription period if desired. For example, a customer wants a 5-year retention period. They should select the '7-year Retention' subscription SKU and configure the 'retention period' to 5 years during setup.

Americas (U.S., Canada, Latin America)
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