



## PhonEX Ten Product Overview

45

A line graph with several data points connected by thin lines. A white circle containing the number '45' is positioned above the second data point from the left, with a white arrow pointing down to it. The background of the graph is a blurred image of a city street at night.

Efficient time and resource management is the key when driving a business forward and retaining a competitive advantage. As communications networks continue to increase in complexity, PhonEX Ten ensures that they are deployed and used as efficiently as possible through detailed reports on call usage, call quality, call routing and bandwidth utilization.



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# Introduction



## MIND CTI Experience

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MIND is a leading provider of convergent real-time end-to-end billing and customer care product based solutions as well as call accounting solutions for organizations and large multinational corporates. Over 350 MIND experience engineers from Israel, Romania, UK and United States offices have offered first-class services for worldwide customers for about 20 years and helped the company gather over 20,000 call accounting installations worldwide. During these years, PhonEX Ten has evolved from legacy TDM PBXs to more recently routers, session border gateways and unified communications systems. MIND sells its products through distributors and leading SI partners and is maintaining strategic relationships with blue chip technology partners such as Microsoft and Cisco.

## MIND's Call Management Solution - PhonEX Ten

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PhonEX Ten is a comprehensive, flexible and fully web-based solution for call management and control. It provides intelligent tracking of all traditional and VoIP calls, cellular activity and data traffic. PhonEX Ten is scalable from a single site to monitoring call traffic in multinational organizations, as it can easily be adjusted to local languages and currencies. PhonEX Ten offers powerful reports in a system that runs itself, ensuring a quick return on investment and long-term usage.

PhonEX Ten helps enterprises to manage communication resources and reduce operational costs, improve employee productivity, report usage trends and optimize network resources.

PhonEX Ten is a PBX independent platform, integrating with various network communications equipment, including hybrid systems and traditional PBXs. It is capable of working with numerous other system elements such as Gateways, Gatekeepers and Routers.





# PhonEX Ten Key Features at a Glance



- Completely customizable dashboard monitors that offer the flexibility to analyze and interpret the most important elements in the system in order to improve business analysis and decision-making
- Enhanced security: access limitation on a user and group basis and enhanced protection from unauthorized users based on SSL encryption
- Converged reporting of nearly all legacy and IP PBXs, and other communication sources including mobile operators data and information
- Easy to install, fast to generate and drill down reports, and a user friendly interface enables exporting to various types of files
- Supports server virtualization technology, which allows consolidating servers and using hardware more efficiently
- Graphical representation of reports data providing the possibility to observe comparisons, patterns and trends
  
- Comprehensive solution suitable for on-premise, cloud-hosted and hybrid environments
- Event log for auditing and tracking system behavior including system violation logs
- User-centric application, allows a complete view of user's communication usage
- Fully web-based solution for easy access from anywhere and at any time
- “What if” reports to analyze and compare different service providers
- Multi P&L units, multilingual, multicurrency and multi CDR capability
- Scheduled import available (hourly, daily, weekly and monthly)
- Automatic organization structure synchronization
- Report Builder allowing comprehensive filtering
- Employee and department bill back reports
- Advanced Report Scheduler
- Call Quality analysis

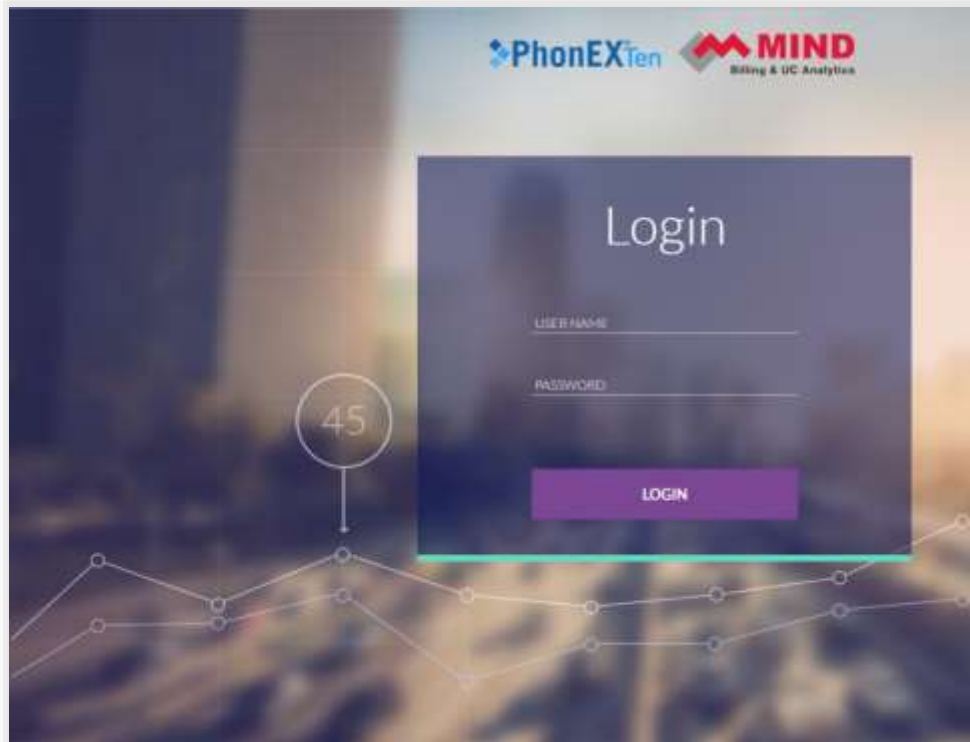


## An Advanced Call Management Application

PhonEX Ten is a true **web-based call management solution** that enables managers and users to conveniently configure, administer, rate and access their telecommunication system at any time and from anywhere. PhonEX Ten is designed using the Microsoft .Net technology and has extensive configuration capabilities using XML files with Server - Client interaction. The encryption mechanism protects the security of all sessions' passwords, thus ensuring the safety of the administrators' and user's information.

The PhonEX Ten system consists of three key components: a MS SQL Database, an Applications server and a Web server which are installed on a single server.

PhonEX Ten **user-centered architecture** provides a consolidated solution for collection, analysis, reporting and managing of all telecommunication expenses. This provides a single point of reporting (employee based) for different telecommunication devices and services, such as office extension, home extension, soft phone, mobile phone gateways, SIP devices, and routers. The **user-centric** capabilities provide consolidated telephony and tracking of the expenses for the various device types assigned to employees.



PhonEX Ten provides end-users with **better experience and control over the application**, giving them the possibility to be time-efficient at the same time. The **Dashboard** interactive interface provides quick information about system sanity and status while the graphical representation of system data offers the flexibility to analyze and interpret the most important elements in the system.

The **Monitor Widgets** are an essential mechanism to audit and control the system's behavior and to observe the system's faults the minute they happen. The monitor displays the real time status of different system elements, providing information on disconnections, errors, processes and all other changes in the system. Whenever a problem occurs, it is immediately shown on the monitor.





# Seamless Reporting Experience

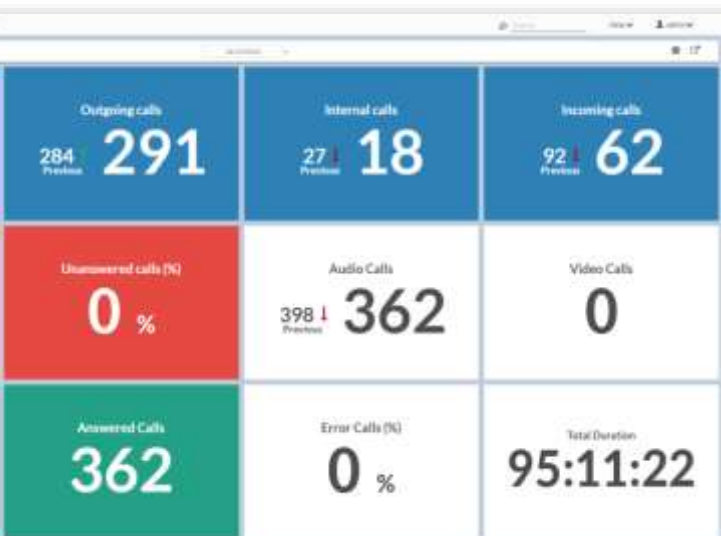


PhonEX Ten offers a series of advanced reporting tools and services that empower users to create, deploy and use reports quickly and easily. PhonEX Ten produces quick and clear reports on almost every aspect of the communications system and time resolution, tailored to suit individual needs. Reports can be produced for any hierarchical level of the enterprise and can be presented in detailed tabular form with summary and graphical options.

## Interactive Dashboard

**PhonEX Ten Dashboard** is a management and reporting tool that provides business users with an at-a-glance and relevant perspective on the current status of their business. The Dashboard is an interactive and feature-rich graphical representation of system data that offers users the flexibility to analyze and interpret the most important elements in their system in order to improve business analysis and decision-making.

PhonEX Ten Dashboard gives users the ability to create completely personalized and straightforward layouts using predefined sets of data widgets which allow drag & drop, resize operations and color modifications. The data is presented in tables and graphs and can be easily filtered according to users' requirements in order to load only relevant call information.

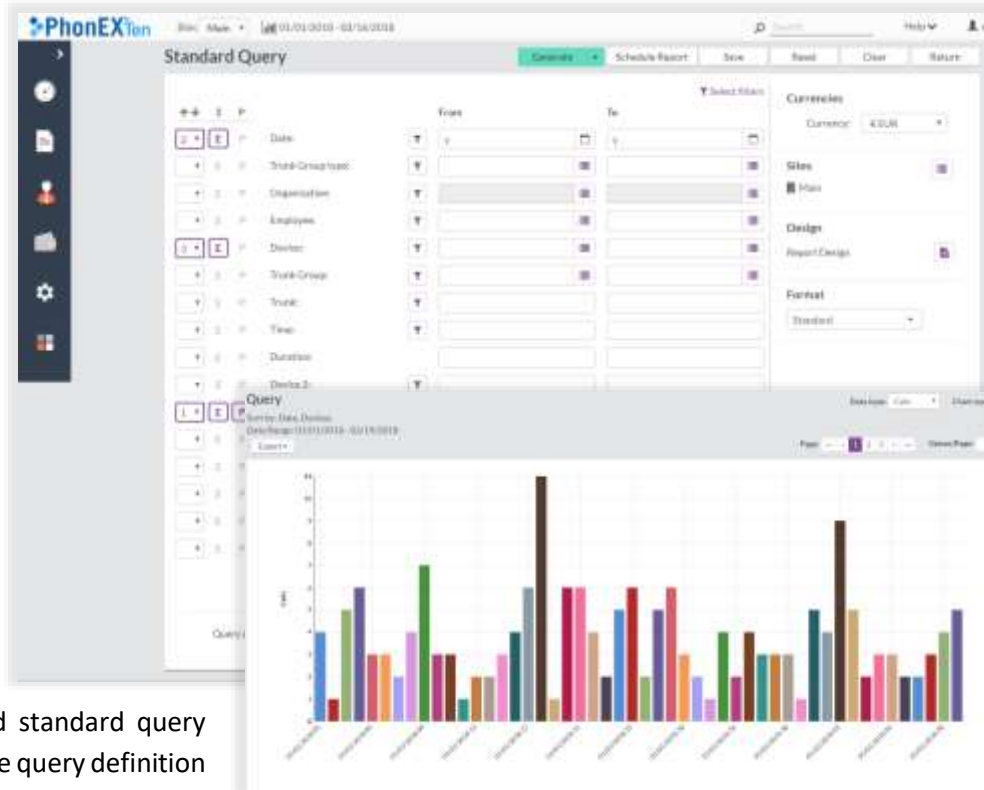


PhonEX Ten turns the most important metrics in your system into easy-to-interpret and flexible KPI mini-widgets that allow you to accurately measure the efficiency and effectiveness of your business.



## Query generator

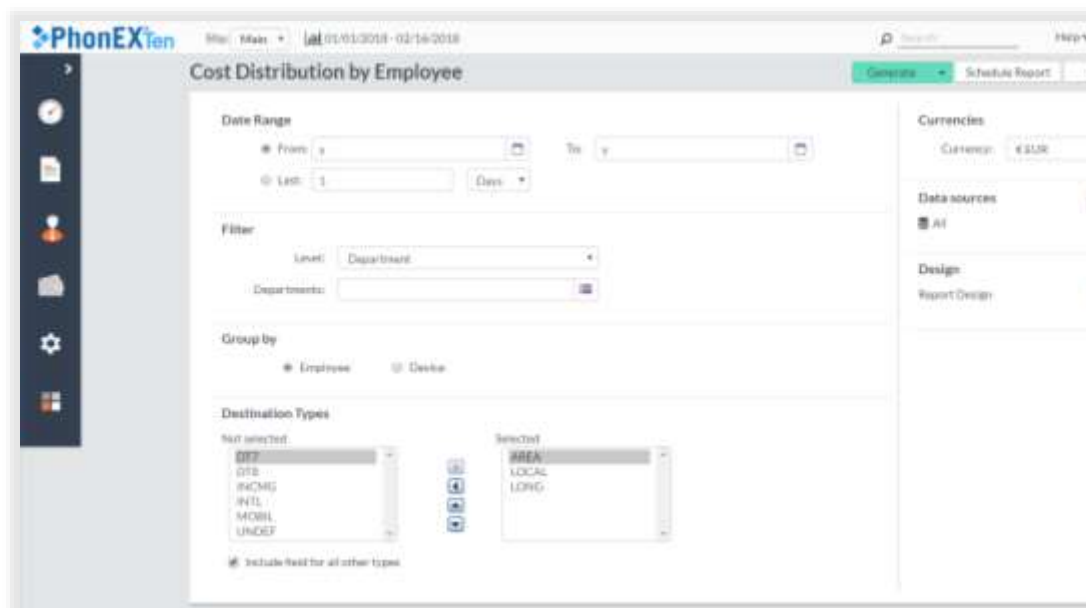
PhonEX Ten's **flexible and powerful query generator** enables the creation of unlimited number of custom reports with only necessary information. A query form helps users select, sort and summarize data and also format reports. PhonEX Ten query generator is a fast and flexible reporting instrument that helps users to select the required data, decide how the data is going to be sorted & summarized and to choose the format of the report. PhonEX Ten allows users to store and re-use their own custom queries, to define customized report layouts and to export information to various external systems in many possible formats. PhonEX Ten includes several predefined standard query reports meant to help the users handle the query definition process more easily.



## Built-in Reports

PhonEX Ten offers a series of **advanced features that facilitate report production and viewing**. PhonEX Ten's standard pre-defined reports are meant to show the call costs of a department or employee, the most frequent called destinations, details about the activity of each employee monthly call activity reports and tops. Additionally, a user-friendly interface allows report formats to be created according to specific user needs.

All reports can be, automatically or manually, delivered in several formats via email, exported to a file or printed. Most of the standard reports offer graphical representation options in order to provide a more meaningful illustration of the reports data and make it easy for users to observe comparisons, patterns and trends.



**Full Summary Reports** for the entire enterprise or for any one of the enterprise's departments/ hierarchy levels can be generated in a few of seconds, including fixed monthly costs for extensions and taxes as defined by the user.

**Location Summary** report includes all telephone calls for a selected location (or the entire enterprise) and all the calls that are associated with employees linked to a location.

**Account Summary** report delivers a summary of the activity of all the defined accounts and includes a graphical representation of the report data as a bar chart.

**Monthly Activity** report details the call activity (cost, calls and hours) per month, beginning with the last month in the report and going back a designated number of months. An average of the months is also listed.

**Organizational Monthly Activity** report shows the call activity per month, beginning with the last month in report and going back a designated number of months for each of the designated levels of the report.

The **Employee Details** report provides a detailed listing of all the outgoing and incoming calls for a specified employee. The report has two formats: Call details and Totals. The Call details report is an extended report that displays all call details, while the Totals report is a summary report that displays one item per page.

Date	Day	Time	Duration	Cost (€)	Called number	Destination
02/14/2018	Wed	8:38:30 PM	0:22:06	8.88	0016642	
02/14/2018	Wed	18:47:30 PM	0:01:51	8.88	0627217	
02/15/2018	Thu	8:25:08 AM	0:23:19	8.88	077531	
02/15/2018	Thu	9:02:08 AM	0:21:48	2.14	03483800	
02/15/2018	Thu	11:48:00 PM	0:17:38	26.76	069703740074	
02/16/2018	Fr	12:41:08 AM	0:12:38	8.88	0052147	
02/16/2018	Fr	12:44:08 AM	0:28:51	42.12	009391307327	
02/16/2018	Fr	4:21:08 AM	0:21:13	8.88	0073941714368	
02/16/2018	Fr	4:38:08 AM	0:01:58	2.88	002826491906	
02/16/2018	Fr	5:54:08 AM	0:06:31	8.88	00616361001	
02/16/2018	Fr	8:37:08 AM	0:24:28	8.78	004827548	
Total For 62, 25 RMD Manager, 1001 Grehan Richard				323.17	for 166 Calls	
Total For Employee 1001 Grehan Richard				45:44:01	323.17	for 166 Calls
Unassigned Destination Type				12:26:50	8.88	for 46 Calls
Local				12:14:06	31.38	for 46 Calls
Long Distance				21:02:56	801.87	for 74 Calls

**Account Details** is a report which provides details of all the defined accounts, the calls placed on every account and a report about the budget of each account.

The **Itemised Bill** detailed report has been designed to be used as a monthly bill for enterprise employees since it provides basic traffic calls per employee, such as: date and time of placed call, duration, rate per minute and call charge.

**Service Cost Distribution** shows both service cost distribution and unused devices (that have no calls but have services assigned).

have services assigned).

**Overrun Calls** delivers up-to-the-minute information on the specific employees that exceed the established user-defined limits.

The **Cost Distribution by Department** report includes the percentage of the total call cost as distributed among the different levels of an enterprise, sorted by division and department. The Cost Distribution By Department report includes a graphical representation of the data as a bar chart.

Cost **Distribution by Employee/Device** report shows the percentage of the total call cost as distributed among the employees/devices within a department. It also shows the percentage of the total call cost as distributed among destination types for a single employee/device. The report can be visualized as a pie chart that includes one organization unit per page and displays all the destination type entries from the report.

Employee	AREA Minutes	AREA Cost (€)	LOCAL Minutes	LOCAL Cost (€)	LONG Minutes	LONG Cost (€)	Other Minutes
1005 Machrone Bill	0	0.00	1,002	51.57	1,473	1,152.46	503
1019 Neuhaus Trudy	0	0.00	619	28.13	1,328	1,018.24	808
1031 Zelnick Nata	0	0.00	938	49.32	1,382	1,067.50	746
1032 Dvorak John	0	0.00	1,337	78.72	2,279	1,689.73	1,287
1048 Ross Matthew	0	0.00	652	32.46	1,389	1,136.23	685
Total	0	0.00	4,548	240.21	7,851	6,064.18	4,029



The most widely used devices (in terms of duration, number of calls) or the most expensive ones become available for further investigation in the **Top Employees/Devices** report which allows generating either a top employees or a top devices report. The calls are sorted by duration, cost and number of calls and grouped by device, employee, employee-device, employee-unit or by employee-device-unit.

**Top Destinations** report shows the destinations most extensively called in an enterprise or the most expensive ones and additionally offers the possibility to choose the entity that will be regarded as destination - Dialed Numbers, Destinations (Phones), Destination Groups (Phone Groups) or Destination Types. The drill-down reports take into consideration the assignments that can exist between an employee (device) and various devices (employees), organization units or both devices and organization units for the drill-down destination number.

The **Unused Devices** report displays the devices that were only used for certain call types; it includes mainly information on devices and employees, while also showing the devices that were not used on a given time period. No other standard report provides information about these devices. The report offers the possibility to easily see all the devices, along with the employees they belonged to, that are not used (have no calls at all) or that were only used for certain call types.

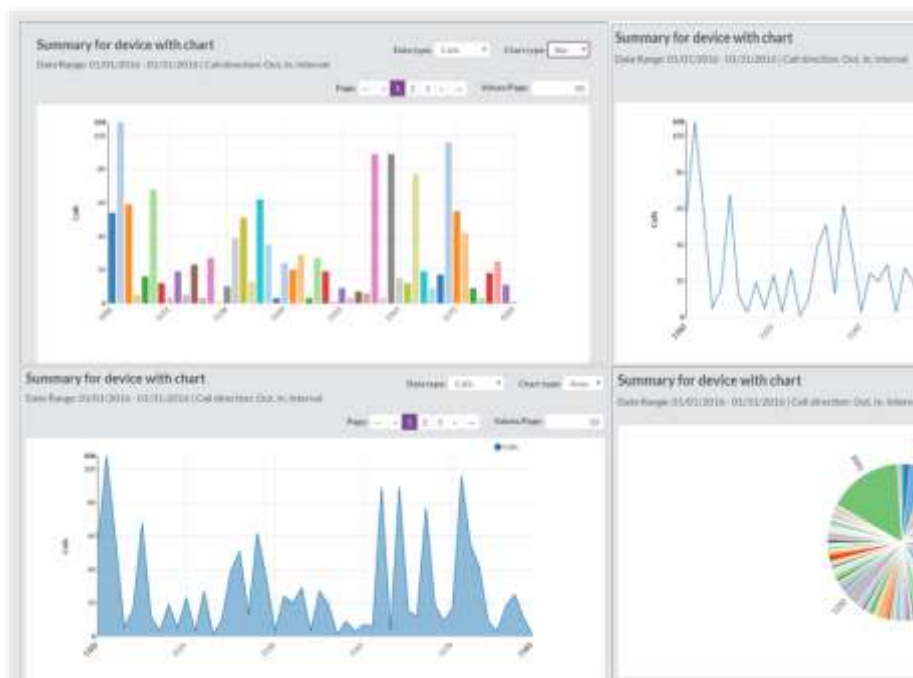
The **Undefined Devices** report can be used in order to find new devices installed on the IP PBX which have not been defined in PhonEX Ten yet, as it shows a summary of calls on all the devices within the system that have not been assigned to any department.

**Undefined Accounts** allows the user to access a summary of the calls made on accounts that have not been defined in the system.

## Graphical Representation of Data

An accurate graphical representation of report data provides a quicker understanding and avoids time wasted with browsing through huge tabular reports. PhonEX Ten's graphical reports are both concise and eye catching, and are meant to offer business executives an at-a-glance perspective in order to make quick decisions or to quickly raise the attention of employees in any organization.

The charting feature is present in most PhonEX Ten reports (all reports in summary format and the majority of the standard reports) and includes four styles: vertical bar chart, area chart, line chart and pie chart.



## User Defined Formats

An unlimited number of **completely customized user defined report formats** can be created by choosing the fields to be displayed in the report. Each user can choose the order of the selected fields in reports, modify each field's formatting and generate a preview of the fields while defining them.



## 'Drill-down' Option for Detailed Information

PhonEX Ten web-based drill-down reporting features give users easy, flexible and faster access to database information. The extensive reporting drill-down capabilities help users to better monitor their summary report information. Once a report is produced, administrators can drill into different hierarchies without having to reproduce the same report over and over again.

## Report Output Options

All the reports have the option to be saved, printed or e-mailed as a Text file (\*.TXT), Word document (\*.DOC), Excel document (\*.XLS), Acrobat Document (\*.PDF), Crystal Report (\*.RPT), Web page (\*.HTML), Export delimited (\*.CSV), Rich Text Format document (\*.RTF) and Excel Data Only (\*.xls). In addition, a user-friendly interface allows report formats to be created according to the requirements of various accounting applications.

## Call Recording Rendering

PhonEX Ten supports the latest Red Box Quantify call recording platform that offers the possibility to search for recorded calls, get them downloaded and listened directly from the PhonEX Ten web portal.

PhonEX Ten allows the user to define a collection method that uses the Red Box WEB REST API Interface to request calls, to synchronize the calls from the Master Site (the site with calls collected from PBX) with the ones from the Slave Site (the site with calls collected from the Red Box system) and to display in all PhonEX Ten query detailed reports that use a dedicated UDF and deal with single CDRs, and in certain dashboard widgets, an additional column and link used for generating the recording playing.

## Advanced Report Scheduler

The PhonEX Ten Scheduler allows queries and reports to be programmed to run at specific times. The Scheduler can perform a task on a one-time basis or schedule it to run at regular intervals and the output of the task can be sent automatically to a printer, remote file or electronic mail.

## Report Configuration

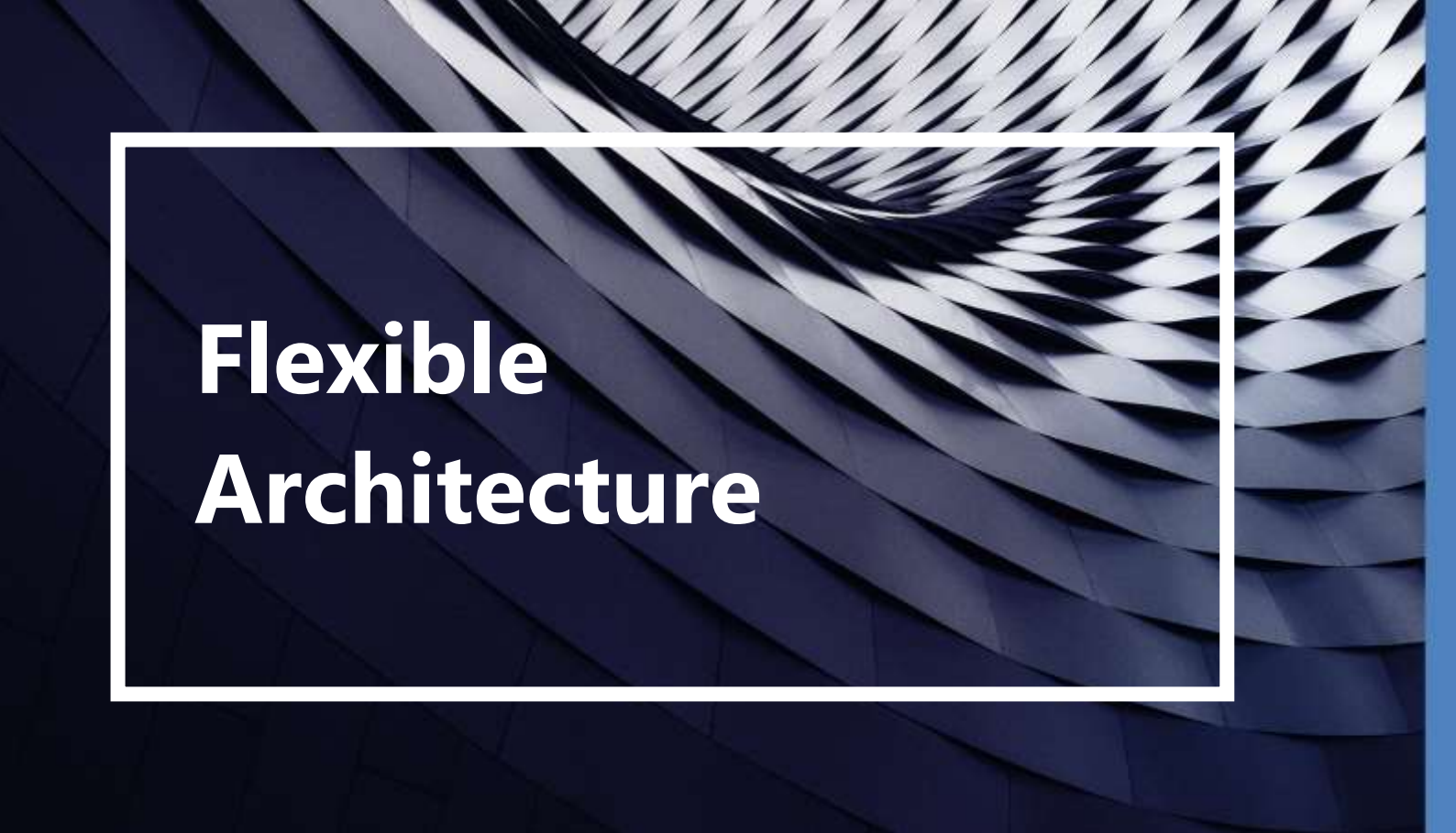
The Report Configuration feature (available either per site or globally) is useful for companies that make the billing for few other small companies, in case each small company wants to have its own logo (or any other specific settings) for bills and reports. PhonEX Ten allows its users to customize the way reports are produced by configuring report logos, fonts, header/footer/report information, formats and encoding options for reports that are exported in certain formats.

## "What if ..." Report

"What if" allows users to compare the real cost of the calls with the cost as if they were made using an alternative carrier, or an alternative origin of call. The user can see at a glance if it is cheaper to use a different carrier to reach specific destination. The report displays the difference between the real cost and the calculated cost for the selected carrier as a percentage. It lists the real cost of the call next to the cost according to the alternate carrier. PhonEX Ten can create a summary report showing the call cost information for up to six different carriers simultaneously.







# **Flexible Architecture**

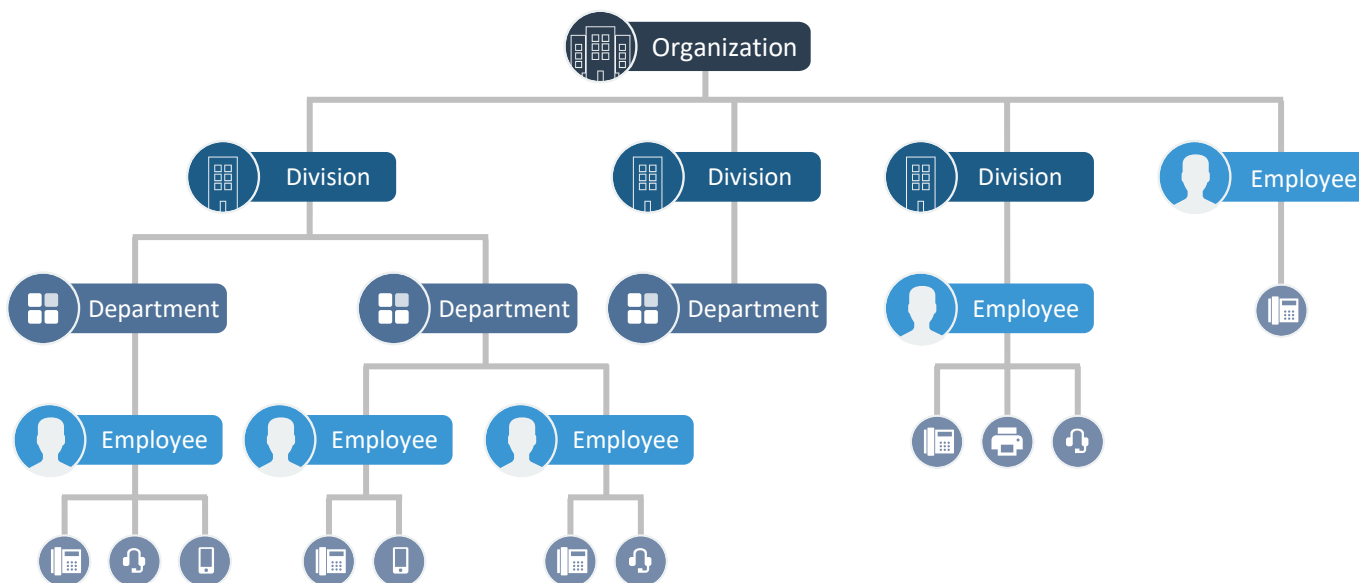
PhonEX Ten's scalable and modular architecture, its configuration and operating platform options allow completely customized solution which can be adapted to the unique needs of any customer and environment. PhonEX Ten architecture provides flexibility for correct calls assignment to all core entities - endpoints/devices, users/ employees, departments/ cost centers irrespective of call origin location.

## Fully Web-based Solution

PhonEX Ten is a true web-based call management solution that enables managers and users to conveniently configure, administer, rate and access their telecommunication system at any time and from anywhere. PhonEX Ten is designed using the Microsoft .Net technology and has extensive configuration capabilities using XML files with Server - Client interaction. The SSL encryption protects the security of all sessions' passwords, thus ensuring the safety of the administrators' and user's information.

## Dynamic Hierarchy

PhonEX Ten features a dynamic hierarchy structure supporting an unlimited number of sites, hierarchies and extensions. Any complex hierarchy can be implemented in the PhonEX Ten hierarchy tables, while employees can be associated to any complex hierarchy level, including the Organization level, as described below:



## SQL Database

The PhonEX Ten database benefits from the power of the standard database architecture. On the back-end, PhonEX Ten relies on MS SQL database.







# Management, Control and Security



PhonEX Ten is designed to enable a smooth and easy management and control over the system. PhonEX Ten's controlling entity is the Administrator. The Administrator manages and controls all the system's users throughout the entire organization.

## Security Groups

The PhonEX Ten application provides security features that limit all or part of the program to authorized personnel only. The six default policies (Administrator, Operator, Employee, No rights, Reports Only and Unit Manager) can be used to deny access of non-authorized personnel to the PhonEX Ten system parameters, to PhonEX Ten's database, and to specific reporting and query capabilities.

## Web Security

The enhanced user security features make PhonEX Ten a perfect solution for the enterprise environment. PhonEX Ten allows online users to access the system from a Web browser anywhere. To maximize the access security, PhonEX Ten uses a Secured Socket Layer protocol (SSL) that provides data encryption, server authentication and message integrity for a TCP/IP connection between the Microsoft Internet Information Server service protocols (SHTTP) and the browsers. The scope of this technology includes key exchange, encryption, message integrity and messaging support for authenticating a remote party using a security model that is based on digital certificates and certificate authorities. Certificate Authorities (CA) can either be a third-party such as **Verisign** or **Thawte**, or exist internally.

Whether the CA exists internally or externally, its function is to serve as a trusted authority that issues and checks the validity of the digital certificate. The SSL on the IIS web server platform provides secure end-to-end encrypted communications between the PhonEX Ten web server and the users' Internet Explorer, which has built-in SSL functionality.

In addition to the protocol level security, there are some more features that support the security of the Web applications, such as:



Tiered security interface, which allows complete control over access rights;



Encrypted passwords that consist of a minimum of 6 alphanumeric characters;



Passwords are disabled after x consecutive attempts; detailed log events are generated, allowing the Administrator to easily track such attempts;



PhonEX ONE supports system segregation and security administration.

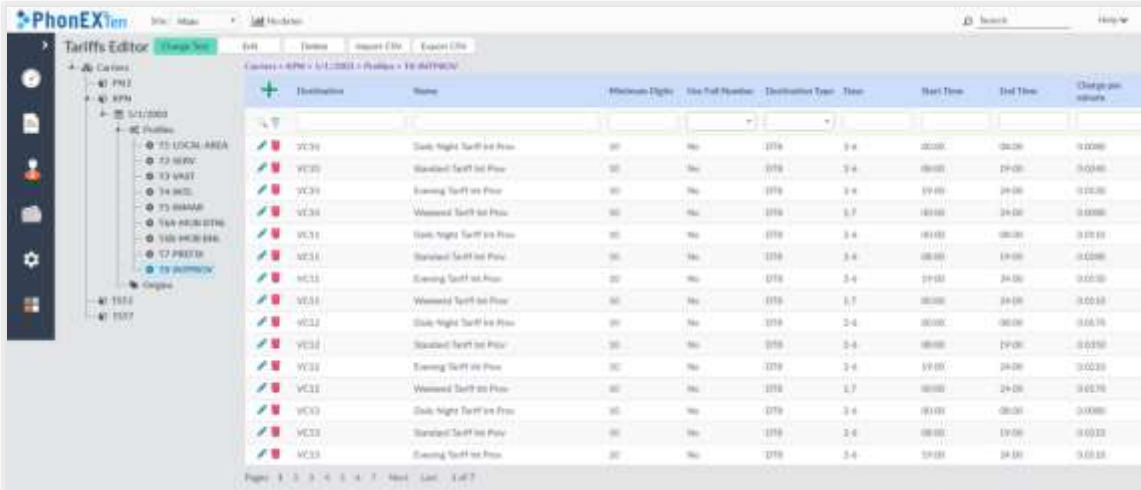


## Database Security

All the sensitive information and restricted data (such as customer passwords) are stored encrypted in the database, since the Database security is one of the most vital components of the overall security requirements. PhonEX Ten uses the Microsoft Frameworks security functionality. The static password authentication information is protected by cryptographic hash algorithms, safe from hacking or removal.

## Complete Web Management

**Tariffs Editor** is PhonEX Ten's centralized web resource for system deployment and maintenance; a user-friendly and powerful interface for defining carriers/ telephone service provider rates that are used for charging calls based on the dialed number destination.



ID	Name	Maximum Usage	Use Full Number	Distribution Type	Time	Start Time	End Time	Charge per minute
VC30	Daily Night Tariff on Floor	00	No	STD	3-4	00:00	00:00	0.0000
VC30	Weekend Tariff on Floor	00	No	STD	3-4	00:00	24:00	0.0000
VC30	Evening Tariff on Floor	00	No	STD	3-4	19:00	24:00	0.0000
VC30	Weekend Tariff on Floor	00	No	STD	3-7	00:00	24:00	0.0000
VC31	Daily Night Tariff on Floor	00	No	STD	3-4	00:00	00:00	0.0000
VC31	Weekend Tariff on Floor	00	No	STD	3-4	00:00	24:00	0.0000
VC31	Evening Tariff on Floor	00	No	STD	3-4	19:00	24:00	0.0000
VC31	Weekend Tariff on Floor	00	No	STD	3-7	00:00	24:00	0.0000
VC32	Daily Night Tariff on Floor	00	No	STD	3-4	00:00	00:00	0.0000
VC32	Weekend Tariff on Floor	00	No	STD	3-4	00:00	24:00	0.0000
VC32	Evening Tariff on Floor	00	No	STD	3-4	19:00	24:00	0.0000
VC32	Weekend Tariff on Floor	00	No	STD	3-7	00:00	24:00	0.0000
VC33	Daily Night Tariff on Floor	00	No	STD	3-4	00:00	00:00	0.0000
VC33	Weekend Tariff on Floor	00	No	STD	3-4	00:00	24:00	0.0000
VC33	Evening Tariff on Floor	00	No	STD	3-4	19:00	24:00	0.0000
VC33	Weekend Tariff on Floor	00	No	STD	3-7	00:00	24:00	0.0000

PhonEX Ten offers users the possibility to **configure CDR parsers (drivers) directly from the web interface** using new development technology that replaces the legacy Delphi code which finally results in better performance and easier maintainability.

## System Logs

The PhonEX Ten system stores the most recent actions regarding the system use. It shows when the system was used and who used it. The Event Log viewer is an effective management tool for system administrator to easily observe and track the system's suspicious behavior.

All the important operations performed by the user are logged. The term "important operations" includes all logins, logoffs, failed attempts to provide the correct password - that lead to account suspending and operations dealing with the database (insert/update/delete). The information in the log file includes the date/time, the IP and the message about the operation performed.

The default log level is considered to be WARNING. The Administrator can change this level.

## Status Monitor

Monitor widgets represent an essential tool to audit and control the system's behavior and to observe the system's faults the minute they happen. Users and system administrators are able to view the system's status online and to filter displayed information according to their needs. The Monitor widgets available at Dashboard level display the real time status of different system elements (Data sources, Data process, Scheduler, New Trunk Groups etc.), providing information on disconnections, errors, processes and all other changes in the system.



## Maintenance Tools

The Maintenance tool is essential for debugging and working with the PhonEX Ten database. This feature is thought to be of great help for the system administrators who maintain the database. Another feature is the automatic maintenance using the system's scheduler. All the actions performed with the Maintenance tools are enabled for the Administrator user rights only. The Maintenance module will allow the administrator to perform several actions such as: Backup all, Delete items, Delete records and Restore.

The screenshot displays the PhonEX Ten Maintenance Tools interface. The top section shows a filter for 'CPS Server' set to 'w7'. Below this is a 'Logs' section with search criteria for 'Source', 'Level', 'Message', 'From', and 'To'. A table of logs is visible, with columns for Date, Source, Level, User, Client IP, and Message. The table contains several entries, including 'Reporting', 'Warning', 'Login', and 'General'.

Date	Source	Level	User	Client IP	Message
02/19/2018 6:58:48 PM	Reporting	Verbose	admin	10.0.2.27	Query Reports
02/19/2018 6:57:08 PM	Reporting	Verbose	admin	10.0.2.27	Query Reports
02/19/2018 6:54:25 PM	Organization	Warning	admin	10.0.2.27	Correlation Modify
02/19/2018 6:54:01 PM	Reporting				
02/19/2018 6:53:06 PM	Login				
02/19/2018 6:48:46 PM	General				
02/19/2018 6:48:46 PM	Login				
02/19/2018 6:28:34 PM	Login				

The bottom section shows a detailed view of a log entry. The log entry is dated 2018.02.20 13:09:46.483 and is from user 'w7' with client IP '10.0.2.27'. The message content is as follows:

```
PhonEX Ten: System Page, Page Load  
Output.  
2018.02.20 13:40:59.377 w7 w7wep  
PhonEX Ten: Close[System.Web.HttpApplication.ProcessRequest] Request  
Stopping the web application. Reason: HostingEnvironment. Details:  
HostingEnvironment initiated shutdown.  
HostingEnvironment caused shutdown  
at System.Environment.GetStackTrace(Exception e, Boolean needFrames)  
at System.Environment.get_StackTrace()  
at System.Web.Hosting.HostingEnvironment.InitiateShutdownInternal()  
at System.Web.Hosting.HostingEnvironment.InitiateShutdownWithoutDemand()  
at System.Web.Hosting.HostingEnvironment.InitiateShutdownWithoutDemand()  
at System.Web.Hosting.HostingEnvironment.StopProcessing()
```



A background image featuring a complex network of interconnected nodes and lines, resembling a data network or a web of connections. The lines are thin and dark, set against a light, slightly textured background. A white rectangular frame is overlaid on the center of the image, containing the text.

# GDPR Compliance





Starting May 25th 2018, GDPR (General Data Protection Regulation) comes into effect. The EU law sets new rules for all companies that get in touch with user data in order to enable digital trust and reduce enterprise risk.

GDPR is aimed to protect EU citizens from data privacy and data breaches in the data-driven continuously evolving applications.

GDPR focuses on the following items: defines the territorial scope (all companies processing the personal data of data subjects residing in the Union), penalties, breach notification (within 72 hours to announce any security risk), right to access (the data controller must give user access for checking for their personal data) and right to be forgotten.

## PhonEX Ten - MIND Trusted Solution

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PhonEX Ten UC Analytics and Call Accounting guarantees a high degree of private data security as it collects the right data at the right time with the right purpose. The end-to-end data flow is managed by a ROLE-based, RECORD-based and FIELD-based security.

The PhonEX Ten collector, working in the background, is capable of transferring the usage records files by using FTP, SFTP, TCP/IP, Modem, Shared file, ODBC, HTTP, Syslog and Radius protocols and methods which ensures: password protected connection with safe data transfer, file transfer recovery mechanism and backup.

The data validation is made based on the Processor logic and on the driver/plugin settings. PhonEX Ten processes the call records retrieved from the PBX and stores them in its secured Microsoft SQL database.

The organization structure setup and maintenance is established through LDAP SSL which offers a high-degree of protection.

User web portal access is ROLE-based (more or less rights are given based on their responsibilities) and FIELD-based (sensitive information including username, address, phone number, dialed number, separation between private and business traffic can be hidden). Moreover, all the operations performed by the user are tracked by the security auditing and logging component of PhonEX Ten.

The data retention policy is flexible and adjusted to enterprise's needs.

PhonEX Ten does not place any limitations (by default) in terms of data retention, as long as there is enough disk space at database server level. Still, the user has the option to make backups and archive data (e.g. data older than three years) and restore older events whenever is needed.

## PhonEX Ten – First-Rate Tool for DPO

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The protection of customers' private data against unauthorized or illegal processing, loss or disclosure is very important to us. MIND is ready at all times to provide Data Protection Officers full details about how clients' personal information is collected and used, for which purposes, how long it is kept and whether personal data can be transferred to other third parties.

PhonEX Ten can utterly disregard the private details or give access to them in a context that is approved by the DPO (except for certain personal details that are required by law, the DPO may freely decide whether or not to give access to any personal data). Customers have the right to access their personal data and can request the rectification, erasure or restriction of use/ processing of their personal data at any time by addressing the DPO in charge.



The Data Protection Officer can benefit of a set of PhonEX Ten features which can help with the implementation of the enterprise security policies. These features allow the Data Protection Officer to:



Receive alerts on misbehavior (lengthy or costly calls; events outside working hours; forbidden dialed numbers that may pinpoint a communications platform hack/ identity theft)



Decide on the data retention policy and what should be done with data that does not meet the policy anymore (right to be forgotten)



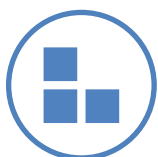
Decide what to be collected



Decide on the private calls classification and the level of protection

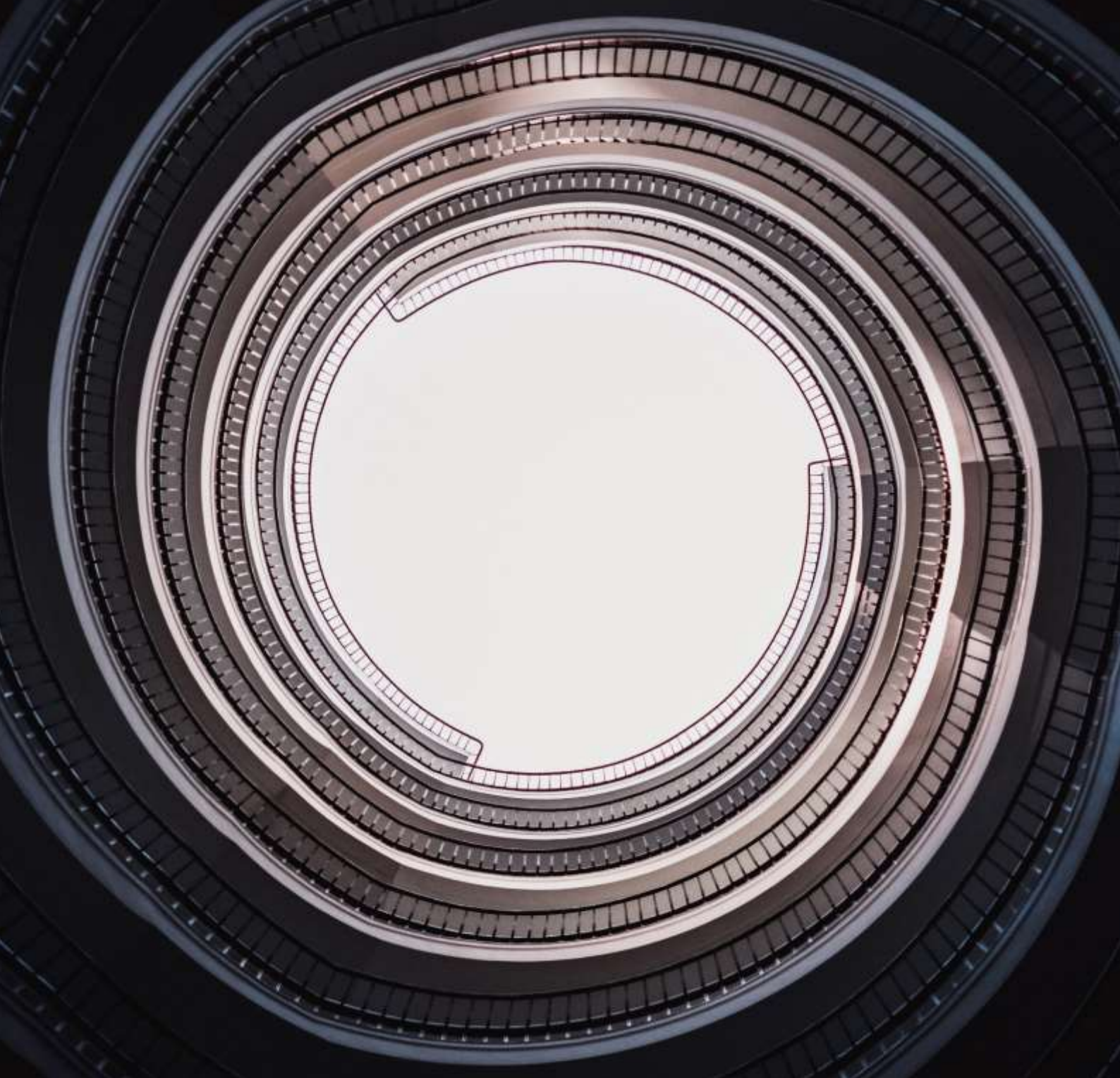


Offer enclosed access to all levels of data (database, web portal)



Obtain an inventory view (which endpoints and used/ not-used and by whom)





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