Welcome to: **AVDOR CIS**

Crystal Quality®

Solution for PCI DSS

Your Cutting Edge Multimedia Interaction Recording, Monitoring, Performance and Optimization Solution.

www.crystalrs.com

PCI DSS Compliance Introduction:

- Recording system is part of customer PCI environment as it can hold recording of calls which may include credit information.
- CQ recording system is *not*:
  - “Payment Application” - and therefore not relevant PA-DSS Certification.
  - The entity that manages the environment where the call recording system is installed. The customer and CIS have no control over most of the PCI DSS sections in this case.
- CIS have prepared the document "Crystal Quality - PCI Compliance" detailing how the CQ recording system meets PCI DSS standards.
- Customer has to transfer the “Crystal Quality - PCI Compliance" document to their QSA to review and approve it.

CQ Content of PCI-DSS Guide:

Avdor CIS will submit to customer, Crystal Quality PCI Compliance Guide document as part of the project.

Firewall Configuration
Security Parameter Guideline
Protecting Stored Cardholder Data
Encrypting Transmission of Cardholder Data Across Open (Public) Networks
Use and Regular Update of Anti-Virus Software
Developing and Maintaining Secure Systems and Applications
Restricting Access to Cardholder Data by Business Need-to-Know
Assigning a Unique ID to Each Person with Computer Access
Restricting Physical Access to Cardholder Data
Tracking and Monitoring of All Access to Network Resources and Cardholder Data
Regular Testing of Security Systems and Processes
Maintaining a Policy that Addresses Information Security
Crystal Quality® PCI Encryption/Decryption Flow

PCI DSS Requirements from Recording Systems:

- Highest security compliance with PCI-DSS
- Recording files encryption base on AES
- API control pause\resume recording
- The system uses HTTPS TLS V1.2, a secure web technology.
- SSL secure web services communication
- Enhanced user management platform
- Audit trail for users activities
- Robust password policy

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PCI DSS File Encryption AES-256:

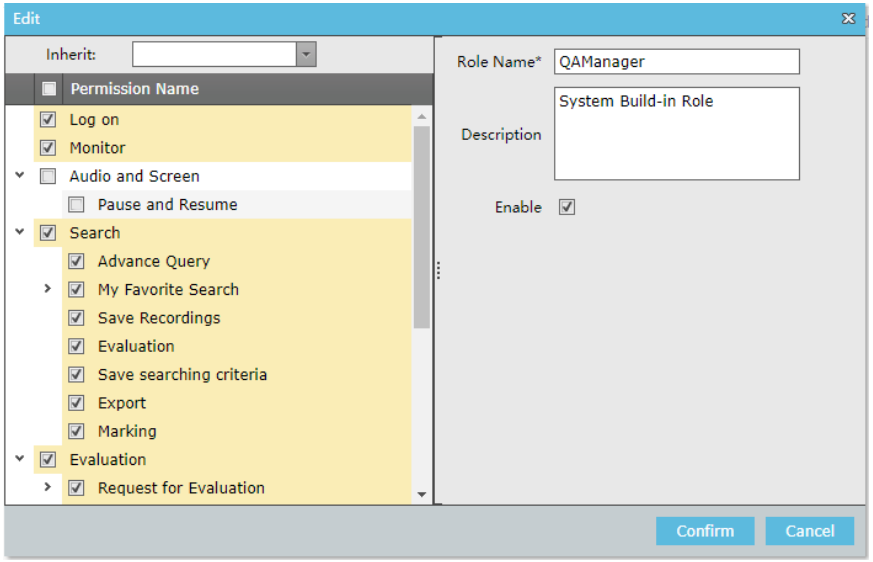
- **Encrypted recording files** with AES-256 according to the industry's best practice.
- Use of two mechanism keys: DEK & KEK. DEK for recording files encryption and KEK for DEK encryption.

New way of CQ v6 deployment for meeting PCI requirements (apply to any solution sizing):

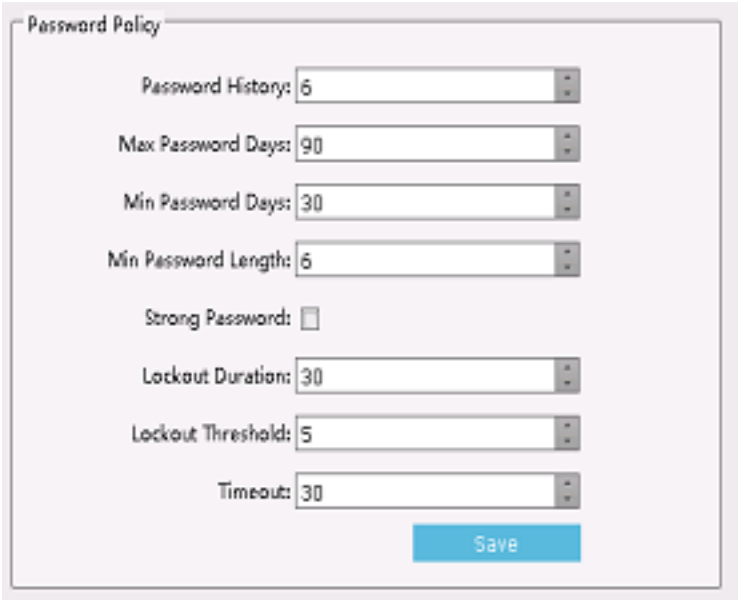
- Server 1: SQL DB
- Server 2: CQ as IIS for access to search and play.
- Server 1: CQ as Recording server only.
- DEK is saved at IIS server, and KEK at SQL server.
- New menu for Key's generation and backup.

PCI DSS Requirements from Recording Systems:

Enhanced user management platform:



Robust Password Policy:



Audit trail for users activities:

Audit Time	User Name	Role Name	Group Name	Operate Event
2016-12-13 12:05:19	admin	SuperAdmin	Group	Start monitor
2016-12-13 11:47:26	admin	SuperAdmin	Group	Score:75.00 for Reference:0020001001_20161213_114124
2016-12-13 11:46:29	admin	SuperAdmin	Group	Search Record:Local Start Time: 2016-12-13 00:00:00~2016-12-13 23:59:59
2016-12-13 11:46:21	admin	SuperAdmin	Group	Authorizate score form:Recom to Group:all group,
2016-12-13 11:44:59	admin	SuperAdmin	Group	Search Record:Local Start Time: 2016-12-13 00:00:00~2016-12-13 23:59:59
2016-12-13 11:44:46	admin	SuperAdmin	Group	Login
2016-12-13 11:43:48	admin	SuperAdmin	Group	Add score form:Recom

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