

OUTBOUND GOAT RETENTION RECORDING PLATFORM

Automated, tenant-isolated call retention recording and self-service retrieval, built on OBG storage.



FULLY AUTOMATED

Zero manual transfer steps

100% TENANT-ISOLATED

Dedicated partition per customer

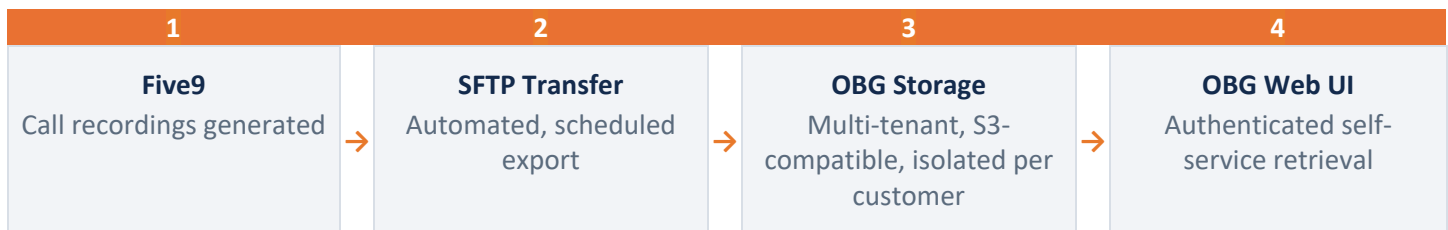
ENCRYPTED END-TO-END

In transit and at rest

Outbound GOAT's retention recording platform gives contact centers a reliable, hands-off way to retain and retrieve their Five9 call recordings. Recordings move automatically from Five9 into a secure, multi-tenant OBG storage environment, where each customer's data is logically partitioned and inaccessible to every other tenant. Authorized customer users log in to the OBG web UI to search, browse, and download their own recordings by date and time

No manual export requests. No shared storage. No exceptions.

HOW RECORDINGS FLOW THROUGH THE PLATFORM



BUILT FOR

- ✓ Reliable, automated transfer of voice recordings from Five9. No manual intervention required
- ✓ Strict logical segregation of recording data by customer tenant
- ✓ Self-service access for customer users to locate and retrieve their own recordings by date and time
- ✓ Encryption of data both in transit and at rest, with least-privilege access controls throughout

SECURITY POSTURE

- **Encryption in transit:** SFTP transfer from Five9 and TLS-secured access through the OBG web UI
- **Encryption at rest:** recordings encrypted within OBG's S3-compatible object storage
- **Tenant isolation:** each customer provisioned an isolated data partition. No cross-tenant visibility or retrieval, ever
- **Least privilege:** access controls scoped throughout the pipeline, from ingestion to end-user retrieval

KEY TAKEAWAY

Compliance, legal, and QA teams get dependable access to call recordings without waiting on manual exports or risking exposure to another customer's data. Recordings are retained, encrypted, and retrievable on their own schedule.