

Smartflo CCaaS Compliance Guide

1. Data Residency & Storage

Requirement: All call recordings, transcripts and customer data must reside on Indian soil.

Smartflo Implementation:

- Geo-fenced storage in Mumbai & Chennai data centers
- AES-256 encryption at rest
- Daily incremental + weekly full backups retained 24 months

Checklist:

- Confirm data-center locations in your contract
- Verify encryption key management process
- Establish backup retention policy

2. Number Management & Porting

Requirement: Plan DDI blocks and follow DoT porting timelines (7–10 business days).

Smartflo Implementation:

- Pre-reserve up to 1,000 DDI numbers per client
- Online TAC form via Teams Admin Center or TTBS portal
- Real-time inventory dashboard

Checklist:

- Submit TAC ≥ 15 days before go-live
- Validate porting documents (ownership proof)
- Test ported numbers in staging

3. Emergency Services Routing

Requirement: Route calls to PSAPs (police, fire, ambulance) accurately.

Smartflo Implementation:

- Quarterly-updated PSAP database
- Automatic failover paths for network outages
- Dynamic caller-location capture

Checklist:

- Audit PSAP mappings for all regions
- Test E-911 calls from representative locations
- Document failover procedures

4. Security & Data Protection

Frameworks: TLS 1.2+, OWASP Top 10 mitigations, RBAC + MFA + 24x7 SOC.

Smartflo Controls:

- Network segmentation, encrypted signaling
- Regular penetration tests
- Incident response SLAs: acknowledge <30 min, resolve <4 hrs

Checklist:

- Review recent pen-test reports
- Validate RBAC roles and MFA enforcement
- Confirm SOC contact procedures

5. Audit Trails & Reporting

Requirement: Maintain complete logs of calls, config changes, and admin actions.

Smartflo Implementation:

- Detailed CDRs for 24 months
- Configuration change logs
- Admin activity trail with timestamps

Checklist:

- Enable 24-month CDR retention
- Schedule monthly log-review meetings
- Export audit logs quarterly

6. Service-Level Agreements (SLAs)

Key Metrics:

- Uptime $\geq 99.9\%$
- Latency < 150 ms end-to-end
- P1 incident acknowledgment < 30 min, resolution < 4 hrs

Smartflo Commitments:

- 24x7 support portal & hotline
- Proactive network monitoring
- Service credits for SLA breaches

Checklist:

- Review SLA terms in your MSA
- Configure alert thresholds in dashboard
- Document escalation matrix

7. Compliance Best Practices

- Training: Monthly compliance workshops for IT & CX teams
- Change Management: Formal CAB approvals for IVR or infrastructure changes
- Third-Party Audits: Annual SOC 2 Type II or ISO 27001 audits
- Documentation: Up-to-date runbooks, SOPs, compliance artifacts

Quick-Reference Checklist

- | | |
|----------------------------|--|
| - Data Residency | On-shore storage; AES-256 encryption |
| - Number Porting | TAC submission; DDI planning |
| - Emergency Routing | PSAP mapping; E-911 testing |
| - Security Controls | TLS, RBAC, pen-testing |
| - Audit Trails | 24-month CDR logs; config/activity logs |
| - SLA Compliance | Uptime $\geq 99.9\%$; P1 ack < 30 min |
| - Documentation & Training | CAB approvals; monthly workshops |