

# **Prudential Financial Individual Life Insurance Systems**

## **INTERFACE CONTROL DOCUMENT**

**BETWEEN  
OSI / CXM  
AND  
Hitachi Storage**

**Date: 9/19/2014  
Version: 1.0\_2**

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## Document History and Approvals

### LOCATION

This document, titled "ICD\_OSI\_CXM\_CallRecordings\_Extract.docx", is the control document that describes receipt of statements from OSI/CXM. This document will be stored in Prudential's SCM database.

### CHANGE SUMMARY

<b><i>Revision #</i></b>	<b><i>Date</i></b>	<b><i>Summary</i></b>	<b><i>Made By</i></b>
0.1	08/25/2014	Initial revision	Tony Santos
0.2	09/19/2014	File Characteristics File Naming Convention	Tony Santos

## APPROVALS

**Version:** 1.0  
**Approval**  
**Date:**

SYSTEM IDENTIFICATION	TITLE – RESPONSIBLE	NAME
Sending System - OSI/CXM	Systems Development Director	<i>Roslyn Boskett</i>
	Business Owner	<i>Roslyn Boskett</i>
Hitachi Storage	Systems Owner	
	Business Owner	<i>Donna Wetstein</i>

## Interface Control Details

## INTRODUCTION

The intent of this Interface Control Document (ICD) is to document the system interface data feeds from OSI/CXM to Hitachi Storage.

## DATA INTEGRITY

All changes to the ICD must have the approval of the Business and Systems Managers listed in the *Approval Section* of this document.

Further, in order to ensure the integrity of the interface process, sending system will be responsible for notifying receiving system of any changes to the underlying software producing the interface file. When modifications are made to the program(s), the Business and Systems Managers (as noted above) must be notified with regard to testing those modifications.

## SCHEDULE

Process to begin no earlier than 6/30.

## FILE LOCATIONS

Files will be stored internally on Prudential's Hitachi Storage.

## TRANSMITTAL PROCEDURES

Data will be move to using external hard disk.

## FILE CHARACTERISTICS

Export procedure we will create two folders:

1. Inbound
2. Outbound

With identical structures. Each folder will host all call recordings (WAV) and a single XML file with the description/metadata related to each file. XML metadata details will be used to load and index calls on Hitachi.

## FILE NAMING CONVENTION

Total volume to be a little over 1TB

### INBOUND STRUCTURE/NAMING

TBD

### OUTBOUND STRUCTURE/NAMING

TBD

## ERROR HANDLING

If any errors are encountered in the processing, they will be logged to an error file. The error file will NOT be available to sending system but will be monitored by Prudential for handling resolution.

The sender is responsible for monitoring file transmission.

The receiver is responsible for validation of the transmitted text and index files.

## FILE DESCRIPTION / LAYOUT SPECIFICATIONS

### INBOUND XML SCHEMA

XML Key	Description	Sample value	Notes
<Recording>	Recording Delimiter		
<CallID>	CXM Call Reference Number	1381068105	
<DateTime>	DateTime	2014-08-04 12:36:58	The date should be formatted as YYYY-MM-DD where YYYY is 4 digit year, MM is two digit month number and DD is two digit day number. Time should be formatted as HH:MM:SS based on a 24 hour clock.
<ANI>		8008000101	

<DNIS>	DNIS/Dialed Number	4044	
<Duration>	Duration Minutes	72	
<AgentId>	AgentId	14803	
<Agent>	Agent	Andrew Gbongbor	
<Skill>	Receiving Skill	Sales	
<WAVEPath>	File name & location	1204201312372501001.wav	
<Extension>	Extension	6527	

**Example**

```

<Recording>
  <CallID>1312041736580918201</CallID>
  <DateTime>2014-08-04 12:36:58</DateTime>
  <WAVEPath>1204201312372501001.wav</WAVEPath>
  <ANI>8008000101</ANI>
  <DNIS>4044</DNIS>
  <AgentId>5556</AgentId>
  <Agent>Randy Stinson</Agent>
  <Extension>6527</Extension>
  <Skill>6204</Skill>
</Recording>

```

**OUTBOUND XML SCHEMA**

XML Key	Description	Sample value	Notes
<Recording>	Recording Delimiter		
<CallID>	CXM Call Reference Number	1381068105	
<DateTime>	DateTime	2014-08-04 12:36:58	The date should be formatted as YYYY-MM-DD where YYYY is 4 digit year, MM is two digit month number and DD is two digit day number. Time should be formatted as HH:MM:SS based on a 24 hour clock.
<Phone>	Dialed Number	8325554044	
<Duration>	Duration Minutes	72	
<AgentId>	AgentId	14803	
<Agent>	Agent	Andrew Gbongbor	
<WAVEPath>	File name & location	1204201312372501001.wav	
<Extension>	Extension	6527	

**Example**

```

<Recording>

```

<CallID>1312041736580918201</CallID>  
<DateTime>2014-08-04 12:36:58</DateTime>  
<WAVEPath>1204201312372501001.wav</WAVEPath>  
<Phone>8325554044</Phone>  
<AgentId>5556</AgentId>  
<Agent>Randy Stinson</Agent>  
<Extension>6527</Extension>  
</Recording>

## ASSUMPTIONS

- Sender will monitor file transfer and retransmit any failed files.
- Besides the extracts defined, no other communication (such as transmission logs or error logs) will be sent using this process.

## REFERENCE

None