

Advanced Call Recording



Capture and archive calls across your UC platforms

With more and more organisations falling within the scope of recording regulations, now's the time to take stock of your call recording strategy. Businesses need peace of mind that the calls they need to be recorded are being captured to avoid the risk of substantial fines. Meanwhile, many organisations are finding value in maintaining a record of communication to support dispute resolution. Whatever your reason for recording, our solution has got your back and makes capturing the data you need simple.

How does our solution add value to your UC services?

Integrates with your platform of choice

Whichever communication strategy you take, our solution will integrate with your platform to capture the calls you need. If you've taken a multi-platform approach, we can configure our service to capture across channels and store your recordings in one place.

Bring your legacy data with you

Whether you're moving call recording to the cloud for the first time or switching vendors, chances are you have a lot of legacy data stored on-premises. This can be expensive and difficult to manage. We'll help to bring all of the data into our platform, where it can be securely stored in one place, in the cloud.

Purpose-built for compliance

Whatever your use case we believe it helps to have a solution that's trusted by top banks to meet their regulatory requirements. Whether you need full DORA or MiFID II compliance or just need a record of the timelines you agreed with a supplier, our product has you covered.

What do organisations need to consider when choosing a solution

Consolidate your estate with a service that can capture media beyond your core UC requirements, **including mobile calls, chat messages, video and more.**

Technologies and regulations evolve, pick a solution that keeps pace with both to maintain compliance whatever the future holds.

Focus on the features needed to meet your core requirements, such as **selective call recording or proactive monitoring.**

73%

of organisations expect the amount of regulatory information to increase over the next 12 months.¹

2%

of total worldwide annual revenue, the maximum financial penalty for organisations found to be in breach of DORA.²

36%

of UK financial services businesses have been penalised once in the last 12 months for failing to reach compliance demands.³

Contact your account manager today to find out more

¹ <https://www.thomsonreuters.com/en-us/posts/investigation-fraud-and-risk/2023-cost-of-compliance-report/>

² <https://www.ifsc.ie/news/digital-operational-resilience-act-dora-in-a-nutshell0365b90b60405a#>

³ <https://ifamagazine.com/36-of-uk-financial-services-firms-penalised-for-compliance-failures-in-past-year>