

Recording your meetings for transparency, trust and compliance

Record and store business conversations.

When a meeting is critical, it is imperative to capture accurate notes of what was discussed and agreed. You may miss important details or the nuance of what was said if notes are taken manually during meetings.

Recording conversations enables you to keep a natural flow while capturing the detail of what was said. However, manual transcribing is often time-consuming or lacks accuracy.

The interview recording service improves productivity by enabling you to focus on what's important during the meeting. The app records the conversation along with other information such as the participants, and automatically uploads the recording to the smartnumbers vault for secure storage and transcription.

Whether it is to monitor customer experience or to ensure compliance, you can analyse and replay conversations stored in the smartnumbers vault using the smartnumbers compliance console.

Benefits

- **Face-to-face recording:** Securely and reliably capture face-to-face conversations between staff and clients.
- **Capture meeting details:** Record information about the meeting including the staff member, client, time, duration and the location of the conversation. Additional metadata can be captured before the conversation.
- **Offline recording:** Conversations are encrypted and cached on the device until a data connection with the smartnumbers vault is established.
- **Data security:** Data is encrypted at rest and in transit. All access is audited and recordings are signed so are tamper evident.
- **Tamper evident:** All recordings are signed with HMAC to ensure data authenticity. Additionally, all access to the smartnumbers compliance console is audited.
- **Simple eDiscovery:** The transcriptions of the conversation and the supporting metadata, such as contact names, are all searchable so specific conversations can be quickly identified.
- **Robust infrastructure:** High-availability infrastructure ensures continued service if system components fail.



"We think taping conversations between firms and their clients is likely to be an effective way of advancing our consumer protection objective"

Financial Conduct Authority

MiFID II Implementation Consultation Paper III

Features in-depth

Face-to-face recording

- Capturing face-to-face conversations is simple. You log in to the face-to-face app, enter the client's details and the conversation is recorded.
- The recording is securely cached on the device until a data connection with the smartnumbers vault is established.

Capture meeting details

The following metadata is captured during each face-to-face recording:

- The user details (name and email address).
- Duration of the recording.
- Time of the recording.

Additional information can be captured depending on your requirements by adding custom fields during the provisioning process.

Secure storage

- All data, including recordings and metadata, are encrypted in transit using TLS and at rest using AES 256.
- Files are signed with HMAC before storing and all access to these files is captured in an audit log so evidence of tampering can be provided.

Data assurance and compliance

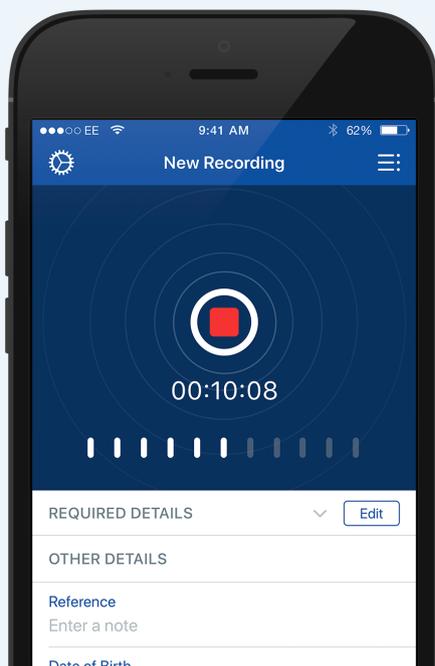
- The smartnumbers vault has industry-recognised certifications including SOC 1, SOC 2, SOC 3 and ISO 27001.
- Data storage is compliant to EU Data Protection regulations.

Format of voice recordings

- Call recordings are stored as a .wav files.
- The file is encoded with a sample of 441,000 Hz and a bit rate of 128kb/s.

Quickly find and replay recordings of interest

- The smartnumbers compliance console provides a real-time view of all face-to-face recordings.
- Compliance officers or IT administrators are able to quickly locate and download records but cannot delete them from the smartnumbers vault.



Requirements

The face-to-face recording app is available on iOS.

- iPhones and iPads running iOS 8.0 or above.
- Available from the App Store.