

Record and store business conversations

Remove the complexity of recording calls to your fixed-line phone numbers, whether for regulatory compliance or dispute resolution.

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Organisations are increasingly looking to record telephone calls with customers, for quality control, compliance or dispute resolution. With smartnumbers Inbound Call Recording, calls to your telephone numbers are recorded and securely stored.

Secure storage in the network.

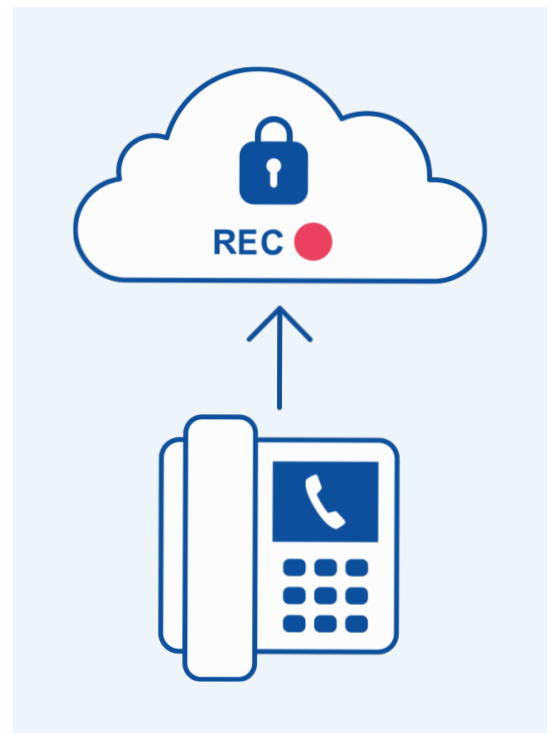
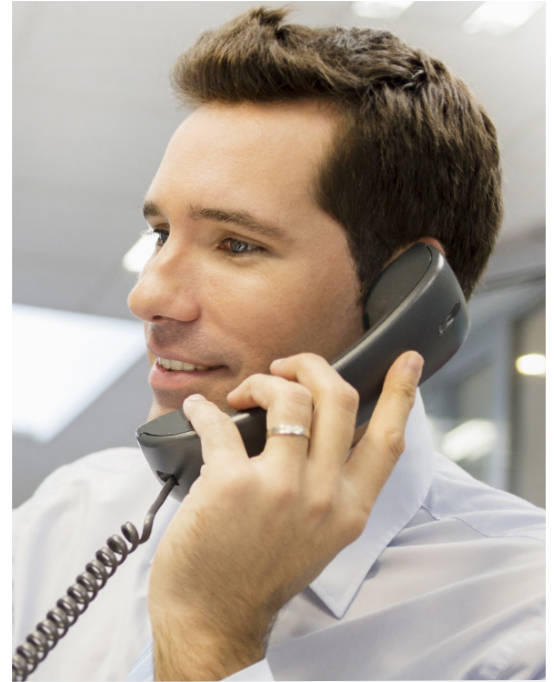
Call recordings are stored in the smartnumbers Vault, a highly secure, scalable and reliable repository for all your audio files. Audio files are encrypted and are stored to meet your data retention policies.

Quickly find recordings of interest.

Audio files and transcripts can be searched using the Compliance Console, a secure online portal for search and discovery. Files may be located using information about the call or the words in the conversation itself.

Features overview

- A complete end-to-end recording, storage and discovery service without the need for on-premise equipment or capital expenditure.
- Calls are stored in the highly scalable smartnumbers Vault, with the ability to store calls for ten years or more.
- All data, including recordings and metadata, are encrypted in transit using TLS and at rest using AES 256.
- Files are encoded with HMAC and access to these files is captured in an audit log to provide evidence of tampering.
- Quickly locate recordings of interest using the call metadata through a secure web console.
- High-availability infrastructure to ensure continued service even if system components fail.



Features in-depth

Reliable, cloud-based call recording

- Capture recordings of all calls made to your telephone numbers.
- Scalable call recording to store as many calls as you need.

Secure storage

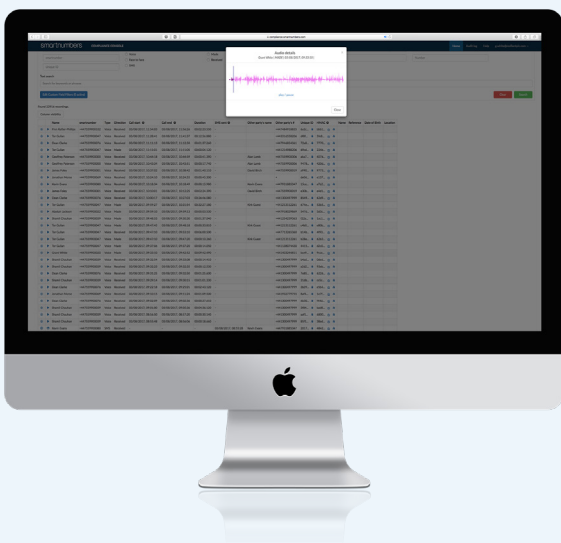
- Audio recordings can be held in the smartnumbers Vault for ten years or longer as required by your data retention policy.
- Files are signed with HMAC before storing so evidence of any tampering can be provided.

Quickly find and replay recordings

- The Compliance Console provides a web-based portal for the search & discovery of all recorded conversations.
- Specific calls can be found using information about the call.
- Authorised personnel can locate and download files but cannot delete them from the smartnumbers Vault.

Data assurance and compliance

- The smartnumbers Vault storage has industry-recognised certifications including SOC 1, SOC 2, SOC 3 and ISO 27001.
- Data storage is compliant to EU Data Protection regulations.
- Access to the Compliance Console is recorded in a detailed audit log showing access, search and playback of audio files.



Compliance Console

- The Compliance Console provides a secure and user-friendly portal to search and discover all your call recordings.
- Quickly identify calls of interest using information about the call, such as date/time/participants.
- The Compliance Console is accessible through any web browser on PC, tablet or smartphone. It provides a real-time view of all recorded conversations, with the ability to search for and replay conversations.
- Call recordings can be shared with supervisors for training and assessment purposes.
- The Compliance Console provides a full audit trail of all activities on the Vault, and digital watermarking provides evidence of file tampering.