

MOBILE VOICE AND SMS RECORDING

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Find out how Mobile Voice and SMS Recording from TeleWare can help increase business productivity, support training, improve governance and meet regulatory requirements.





PRODUCT OVERVIEW

MOBILE VOICE AND SMS RECORDING FROM TELEWARE ENABLES BUSINESSES TO RECORD ALL VOICE AND SMS COMMUNICATIONS, WHEREVER WORKERS ARE.

“ AROUND
30%

OF THE GLOBAL WORKFORCE ARE NOW CLASSED AS ANY TIME, ANYWHERE INFORMATION WORKERS - THOSE WHO USE THREE OR MORE DEVICES, WORK FROM MULTIPLE LOCATIONS AND USE MANY APPS. THIS WILL CONTINUE TO RISE, WITH 905 MILLION TABLETS BEING USED FOR WORK AND HOME GLOBALLY BY 2017.

Forrester



A growing number of organisations offer their employees flexible working and as a result, mobility is a well-established aspect of working life. Organisations need to ensure that flexible workers are able to work in an efficient, productive and effective manner whilst meeting business requirements; this could include complying with regulations, record keeping and capturing information for training and quality purposes. It is therefore important that businesses provide mobile technology that meets the needs of employees, customers and regulators alike.

Recording fixed line communications are well established as an effective tool for businesses to help increase productivity, improve customer experience and meet a range of regulatory requirements. However, until recently, most businesses have not treated mobile communications in the same way.

Financial Conduct Authority (FCA) regulations changed in 2011, meaning that mobile as well as fixed line communications relating to the sales of some financial products needed to be recorded. Following this, many businesses started to look at how they could use the burgeoning technology to further improve business performance.

Mobile Voice and SMS Recording enables businesses to record inbound and outbound calls, together with SMS communications, wherever workers are. The benefits can apply to most businesses, across a variety of sectors. Examples include:

GENERAL

- > Liability protection
- > Dispute resolution
- > Employee evaluation, training and quality management
- > Recording verbal agreements

FINANCIAL SERVICES

- > Meeting regulatory requirements including FCA and Dodd Frank
- > Helping to prevent employee wrongdoing
- > Helping to improve brand trust

LEGAL

- > Tracking billable hours for legal professionals
- > Client recording during discovery process

HEALTHCARE

- > Tracking response times
- > Monitoring care provided by remote workers
- > Helping ensure patient privacy

FEATURES AND BENEFITS

RECORD ALL

- > All inbound and outbound calls together with SMS communications are recorded without any user intervention.
- > This meets FCA regulatory requirements.

ON DEMAND CALL RECORDING

- > Users with this functionality can choose which calls to record, meaning that important information is never missed and a record of all important conversations can be kept.
- > Users can choose to record the call whenever they wish, either before or during the call. The user simply presses the * key at any point during the call, the whole call is recorded and then sent to the user's chosen email address.

SIMPLE TO DEPLOY

- > User experience is not impacted.
- > No hardware is required and there is no maintenance or timely software upgrades, helping to reduce costs.
- > Simple pricing model that allows users to be added/removed as required.

SECURITY OPTIONS AVAILABLE

There are different security options available to meet business requirements:

- > Secure, tamper evident recording to meet FCA and other regulatory requirements.
- > Encrypted recording for additional security and peace of mind.

INTERACTIVE WEB BASED PORTAL

- > Interactive web based portal for recording retrieval, replay and archiving.
- > Easy to access, use and manage, so reducing administration time and resource.

INTELLIGENT IMPORT

- > Call recordings can be exported securely into a fixed line recorder, allowing all voice recordings to be stored in one location.
- > Saves time during retrieval and replay.
- > Allows simple reconstruction for analytics.

STORAGE OPTIONS

- > SMS and call recordings are stored to meet regulatory requirements.
- > Business can extend the storage period if required and have the option to store communications indefinitely.

SECURE CLOUD STORAGE

- > Stored in the TeleWare cloud with ISO27001 certification.

AUTOMATIC DELETION

- > Recordings are automatically deleted at the end of the defined storage period.

STEREO RECORDING

- > Each party on the call is recorded individually for improved analytics.

REPORTING SERVICES

- > Reports on usage, administration and compliance are available.



HOW IT WORKS

TeleWare's Mobile Voice and SMS Recording solution records all calls (inbound and outbound) and SMS activity. The solution is enabled by simply replacing the users existing SIM card with a TeleWare SIM card. The TeleWare SIM card is compatible with all types of mobile handsets, meaning that existing mobile devices can be retained.

Communications are recorded using logic developed specifically for the TeleWare SIM card. This ensures that when on a CAMEL* network all voice and SMS communications are passed into the TeleWare cloud to be recorded and stored. The recordings are available for retrieval and replay via the TeleWare Call Recording Interface.

Flexible recording options and multiple levels of security are available to address differing business needs - from the most stringent compliance requirements through to recording communications for training and monitoring purposes.

*CAMEL logic is applied to ensure calls are passed into the TeleWare cloud. Further information and alternative options can be found in the TeleWare Mobile Service Description.



1. User makes a call.

2. Call is passed into the TeleWare Cloud and recorded.

3. Call/SMS is received.

4. The recorded call/SMS is securely stored in the TeleWare cloud. The recording is then available for retrieval and replay via the TeleWare Call Recording Web Interface.

ABOUT TELEWARE

TELEWARE APPROACH

Every business has an ethos, a working philosophy. Think Beyond is ours. It's the ideal that drives every one of us at TeleWare to achieve our common goal, to be the most creative communications technology partner in the world.

MAKING ANYTHING POSSIBLE

In everything we do, we 'think beyond' the confines of existing technologies to pioneer something new. To us, anything is possible. We are curious. We relish the freedom to explore challenges, uncover opportunities and lead the way forward. As a result, we don't provide off the shelf products, we design solutions that meet the specific needs of partners and their customers.

A UNIQUE APPROACH

By approaching problems in a way that no one else does, we uncover key insights which drive us to an uncompromising, tailored solution that's commercially beneficial. We delve deeper, nurturing ideas, tailoring technology, integrating, supporting and always evolving.

That's how together, we help you discover new opportunities, connect with your customers and grow your business.

ADDITIONAL TELEWARE SOLUTIONS

INTERACTIVE VOICE RESPONSE (IVR)



An inbound call management system that offers a truly flexible and simple solution for the efficient and effective routing of calls.

CLOUD CALL RECORDING



All the functionality and benefits of Mobile Voice and SMS Recording but based on fixed line calls.

SKYPE FOR BUSINESS RECORDING



All the functionality and benefits of Cloud and Mobile Voice Recording but for Skype for Business (formerly Lync) voice communications.

INTELLIGENT NUMBER



Log in to any device in the world using a single number, providing complete functionality any time, anywhere.

AUTO ATTENDANT



IVR with reduced functionality when only basic routing is needed.

To find out more about how TeleWare can help your business discover, connect and grow, contact our Think Beyond team today:

Get in touch today



Phone us
+44 20 3668 0828



Email us
sales@linx-networks.com

