

The end-to-end voice compliance solution

VOICE

Consolidate your compliance workflows across all your communications



Why capture voice?

The ability to archive and effectively supervise voice content is critical to compliance with MiFID II and managing risk across your business communications. Where voice is recorded, most organisations continue to operate siloed processes that frustrate efficient, timely supervision and e-discovery.

Archiving and analysing voice content centrally, alongside all your other communications, both exposes conversational context and enables the application of uniform compliance processes. It ensures rapid, complete search and oversight, making the review process significantly more efficient. This also results in lower costs to your organisation and more confident issue resolution.

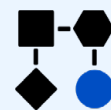
Key features



Single solution for 80+ channels



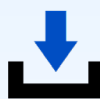
Voice-to-text transcription



Specialised supervision & e-discovery workflows



External archive support



Seamless integrations



Advanced search

Secure and reliable voice retention,
wherever and whenever important
conversations happen



Supported channels include:

AVAYA Avaya



Skype for Business



Cisco



Mitel



IPC



Speakerbus



IPTrade

IP Trade

How it works

Smarsh enables voice compliance for content from virtually any recording system including VoIP, mobile, turret systems and collaboration platforms. Once captured, voice files can be transcribed and preserved in the archive together with the transcriptions and call metadata. From the archive, voice content can be easily searched, reviewed, played back, analysed and exported alongside all other electronic communications. Smarsh supports 80+ communication channels across email, IM & collaboration, social, mobile text, voice and web.

Key benefits:

Meet regulatory requirements and internal policies

Capture, archive, supervise and discover all communications across 80+ channels to meet MiFID II requirements and help resolve internal disputes.

Reduce manual processes

Relieve the burden on internal teams with voice-to-text transcription. Retire manual “sit and listen” routines in favour of accessible, searchable voice content for supervision and e-discovery.

Support new and global communication trends

Adapt to support the latest, most productive communication and collaboration channels while ensuring complete compliance with regulatory demands.

Reduce time, cost and complexity

Consolidate the retention of data and streamline compliance workflows by using one archive instead of many for your email, IM & collaboration, social, mobile text and voice content.

Illuminate and reduce risk

Tag, search, track and review full context conversations across all channels to easily identify risk. Leverage our APIs to extract additional business insights from your communications data.