

Ensure voice communications comply with international regulations, while enhancing dispute resolution and boosting productivity



Why capture voice?

Whether for regulatory compliance or internal policy reasons, there is value in ensuring all types of employee communication are recorded and actively supervised, including voice. The ability to retrieve and replay conversations easily can also significantly reduce the cost and effort required to deal with disputes. For investment managers and advisors already required to keep accurate notes from client meetings, speech analytics tools like transcription can free up valuable time to focus on more productive tasks. The Smarsh solution for voice enables voice calls to be archived from across multiple channels, operators and territories alongside all your other channels.

Key features

- › Manage voice across sources and countries using a single global platform.
- › Harness advanced speech analytics to conduct voice and text searches with equal ease.
- › Archive, supervise and search conversations spanning voice, email, messaging, social and more.
- › Remove the cost and complexity of on-site systems with the fully-managed Smarsh cloud service solution.

Wherever or however important conversations take place, they can be easily reconstructed and reviewed

How it works

Mobile, landline and VoIP calls can be captured across multiple channels, operators and territories. Voice media can be analyzed and archived alongside your other communications media including email, social media, and text messages.

Mobile

Smarsh integrates with leading mobile operators around the world to enable the 'in-network' capture of voice, voicemail, SMS and MMS messaging. As a result, recording is secure and reliable with no impact on user experience and the need for organizations to change networks, SIMs and handsets, or non-compliant handset applications, is removed.

Landline

Working with a range of switch and system-integration partners, Smarsh enables the capture of landline calls from on premise and hosted telephone systems, whether TDM or SIP.

Searching voice records

Advanced speech analytics tools enable conversations to be searched across voice and text-based media with similar ease. Time-consuming and ineffective manual 'call-listening' routines can be removed in favor of transcription services that provide new and productive ways to harness the intelligence previously locked up within voice communications.

For the latest list of supported mobile operators and landline systems or to get started, contact [1-866-762-7741](tel:1-866-762-7741).