UC Compliance Recording: Ensuring Comprehensive Communication Management

Capture, monitor, analyse, and secure your communications

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> In today's digital age, robust communication management is paramount, especially for organisations under constant and ever-changing regulatory scrutiny.

Unified Communications (UC) platforms like Microsoft Teams, Webex, and Cisco have revolutionised how businesses connect and for most are the go-to way for colleagues to collaborate quickly. However, this interconnectedness brings new challenges, particularly regarding compliance recording.

This fact sheet delves into the importance of UC compliance recording, exploring the regulatory obligations financial institutions now have to capture data, and the operational benefits that can be leveraged from the insights and communication analysis.

Comprehensive Communication Capture

Effective compliance recording starts with the seamless capture of all communication types. UC platforms enable businesses to record voice, video, instant messages, meetings, and screenshares, ensuring that no interaction goes undocumented. This comprehensive approach helps organisations maintain a complete record of their communications, which is vital for regulatory adherence and internal reviews.

Key Features:

‣ Voice and Video Recording: Capture and store high-quality audio and video from meetings, calls, and conferences.

‣ Instant Messaging and Chat: Document all instant message interactions to ensure a complete communication trail.

‣ Screen and Content Sharing: Record shared screens and content during meetings for a thorough record of visual communications.

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Proactive Monitoring and Assurance

Monitoring communication channels is essential for pre-emptive compliance management. Advanced monitoring tools allow businesses to oversee their UC platforms in real-time, identifying potential compliance issues before they escalate. This proactive approach ensures that all interactions are in line with regulatory requirements, reducing the risk of non-compliance.

Key Features:

Continuous Monitoring: Ensure all communications are captured and stored without interruptions.

Quality Assurance: Regularly check the quality of recordings to detect and rectify issues such as noise or garbled audio.

Pulse: A real-time alerting and analysis platform, combining automation, AI-driven insights, and seamless integration to empower banks with faster, smarter, and more efficient incident management.

Configuration Inspector immediately alters if the configuration of any recording infrastructure is changed, maintaining integrity of records.

CDR-Reconciliation: Assurance that all calls that have been made were recorded, and immediate alerting where there are gaps. This provides confidence to regulators and external audit groups that 100% of all available audio evidence has been provided where requested.

Guardian: This unique tool performs daily automated call checks & walk-the-floor testing. This allows for confirmations that all endpoints are configured correctly for recording, flagging any that are not, either prestart of day or post migrations. **Walk the floor in 30 minutes instead of multiple days.**

Advanced analytics for proactive decision-making

Leveraging advanced analytics on recorded communications can provide valuable insights into operational performance and compliance adherence. By analysing patterns and trends in communication data, businesses can make informed decisions to improve customer engagement and streamline operations

Key Features:

Detailed Reports: Generate comprehensive reports on communication data to understand interaction patterns and compliance status.

Sentiment Analysis: Utilise AI to assess the tone and sentiment of communications, helping to gauge customer satisfaction and employee engagement.

Automated Scoring: Employ AI to objectively score interactions based on predefined criteria, identifying areas for improvement.

Proactive surveillance: Leverage AI to predict when market abuse is about to happen and prevent it.

100% Defensibility: Have a full view of what your environment is doing and if its in line with regulations.

Secure Storage and Data Integrity

With regulations, such as those from the FCA, SEC, and the DOJ becoming increasingly stringent, organisations are under mounting pressure to constantly adapt to avoid financial and reputation repercussions.

Ensuring the secure storage of communication data is paramount for compliance and data sovereignty. UC compliance recording solutions offer encrypted storage options, guaranteeing that sensitive information is protected from unauthorised access and breaches.

Key Features:

Encrypted Storage: Store all communication data using state-of-the-art encryption technologies to safeguard against data breaches.

Data Sovereignty: Choose storage regions that align with your data governance policies and regulatory requirements.

Access Control: Implement strict access controls to ensure that only authorised personnel can retrieve and manage recorded data.

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Conclusion

UC compliance recording is no longer optional; it's a necessity for modern businesses seeking to maintain regulatory compliance, protect sensitive data, and optimise operations. By capturing, monitoring, analysing, and securely storing all forms of communication, businesses can ensure regulatory compliance and gain valuable insights into their operations.

While various solutions are available, platforms like Compliance Cloud offer enhanced features and capabilities, providing a reliable and secure service tailored to your specific needs.

With the additional ability to capture, analyse and store data from other communication modalities such as **Social and IM platforms and Mobile Recording,** the obstacles that may have previously prevented organisations from implementing a compliance solution are instantly navigated.

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