



## Hosted Call Recording...

### Why Call Recording?

- Reduce the burden of PCI DSS compliance
- No capital investment, pay-as-you-go model
- Scale operations up, or down, to suit demand
- Search and retrieve calls as needed
- Record inbound and outbound calls
- Tag recordings for easy retrieval
- Easily change supplier as you can move your call recording files if needed.

### ... remove even more of the burden of compliance with PCI DSS, GDPR & MiFID II.

If you already place your calls through Eckoh's resilient platform why not simply add our PCI DSS compliant Call Recording solution? It's so simple to configure.

Even if you don't currently put your calls through Eckoh, we would be happy to help you change your call provisioning to enable us to activate our Call Recording solution for you.

#### Compliance & Regulations

Today, recording of calls is required by many industries and our solution can help you meet these demands. It's also PCI DSS compliant, alongside our Secure Payment portfolio.

Our service also helps you comply with the current regulations surrounding contact centres, call recordings and financial services such as MiFID II and

even some aspects of the General Data Protection Regulation (GDPR) - whether you manage these in-house or outsource them.

So, if you want to record calls for contact centres, trading floors, policy or public safety reasons, government or health purposes or just general business needs or best practice, Eckoh's solution offers you a simple, PCI DSS compliant solution.

*Our Call Recording solution means we can remove even more of the burden of compliance for you and your contact centres whether it's PCI DSS, MiFID II, GDPR, FCA or just best practice.*

## How it works

The service records the calls passing through Eckoh's platform that are made to and from your business in the public telephone network. It then stores them on your behalf for retrieval at your convenience.

Calls are stored by Eckoh and can be accessed at any time via a secure web browser from any internet-enabled device

- A full audit trail is provided including digital signature of the recording to prevent tampering
- Call recordings can be tagged with additional data such as agent details and customer journey when used with other Eckoh services
- Meta data is customisable to your requirements
- Recordings are PCI DSS compliant when used with DTMF payment solutions such as CallGuard
- Full end-to-end engagement is recorded
- Functionality for QA and agent training is included
- Recording can be set to 'always on' at corporate level or agents may be permitted to turn it on, or off, as required.

## Key features and benefits

- **Release yourself from the burden:** Outsourcing call recordings means that most of the burden of compliance, security and infrastructure can be off-loaded to an experienced partner such as Eckoh, taking advantage of the scale and resilience of our multiple data centres and our experience as a PCI DSS Level One Service Provider since 2010
- **No need for capital investment:** Take advantage of a pay-as-you-go Opex model
- **Full flexibility:** Pay for what you use and scale up, or down, as you need
- **No call recordings held on site:** No risk from loss of data from a security breach or an internal systems failure
- **State of the art software:** The latest features and interfaces are provided
- **Secure & compliance:** Automatic upgrades ensure Eckoh's platform stays current with new versions and all security patches as well as staying compliant with regulations
- **Total confidence:** Eckoh's secure, highly resilient, geographically distributed solution guards against data loss from malicious attacks or system failures.

## Call storage and archiving

Calls are stored securely for as long as they are required. They can be automatically deleted after any specified period. If recordings need to be kept for longer, they can be archived remotely at a secure location, or transferred for secure

storage at your own premises if preferred. Additional remote storage space can be purchased as required.

We would be happy to discuss how we can meet your particular requirements.

## Playback options

Your recordings are always available to you. Web playback is the most common method, with access via a secure website portal; you will be given a secure login, user-name and password so you can search for calls and replay them instantly.

## Speech analytics

An automated transcription option is available for quick search and compliance purposes. Sentiment analysis can also be provided for reporting and training purposes.

## What can be recorded?

The service allows inbound and outbound calls, that come through our platform, to be recorded from any telephone, anywhere:

- Call centre call recording
- Business landline call recording
- Mobile call recording
- VoIP call recording.

## How much does it cost?

With an Opex charging model you will be billed for what you use on an up-front or pay-as-you-go basis to suit your business. Reduced charges are available for large volume users.



**Our solutions are delivered via the Eckoh Experience Portal.**

Call Recording works well with our PCI DSS Secure Payment solutions.