Call recording

Simplify BYOD, manage your business calls and texts on your personal mobile.

Automatically record calls and texts for compliance purposes and dispute resolution.

smartnumbers

No matter what disrupts your organisation, ensure your voice network stays secure, reliable and compliant with Smartnumbers.
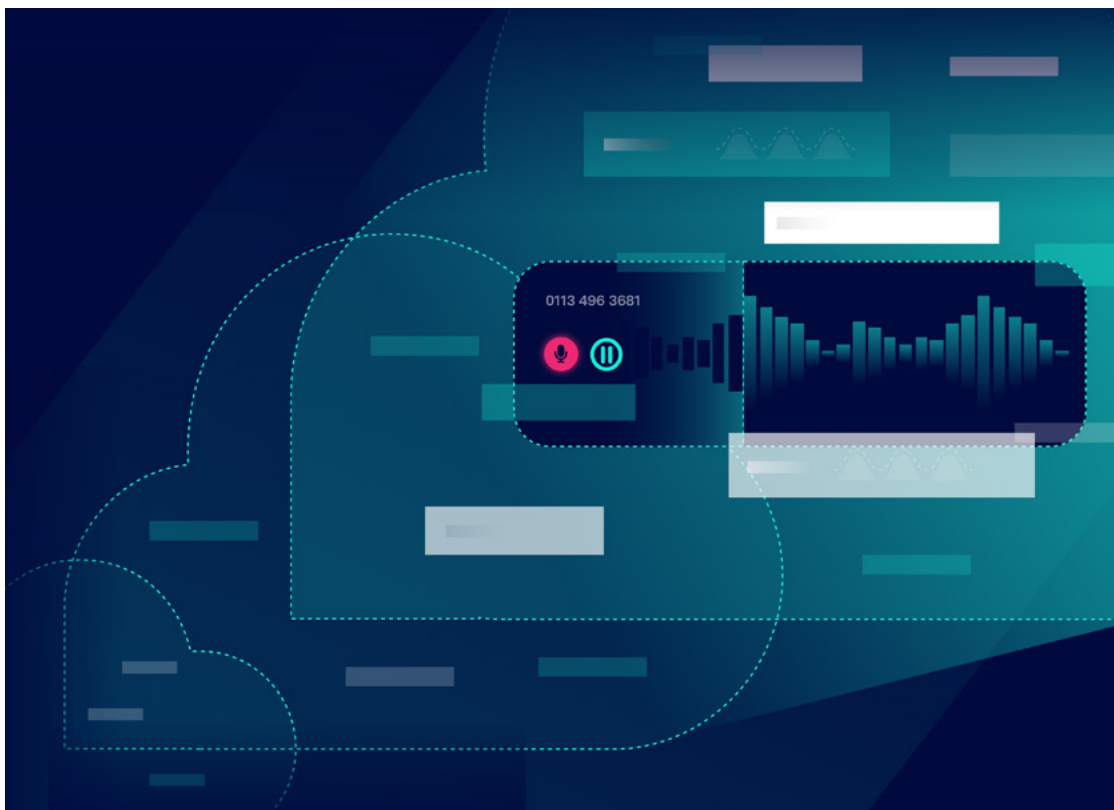
Simplify BYOD and mobile call recording

- **Securely manage BYOD:** Allow employees to securely manage business calls and texts from their personal devices. Create separate mobile numbers for personal and business calls, without the need for two employee handsets.

- **Securely store recordings**: Store call recordings in the cloud for as long as required to meet your data retention policies, and also the stringent MIFID II requirements, which require you to store recordings for up to seven years.

- **Simple discovery:** Quickly locate call recordings, regardless of when the call took place. Access your calls anytime to monitor and replay recordings, even years after capture.

- **Scalability**: Quickly scale your record strategy to specific business units or different regions without the delay of implementing new infrastructure.
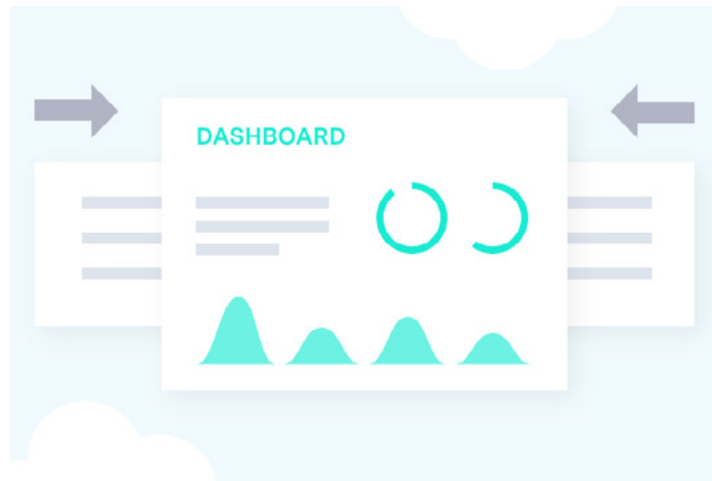
Simple discovery with a single view

- Smartnumbers provides a single console that enables you to quickly locate your recordings regardless of when the call took place.
- The Smartnumbers rapid search capability enables specific calls to be instantly located, even years after capture.
- Calls are indexed using rich metadata such as call parties, date and time.
- Smartnumbers provides a real-time portal to monitor and replay recordings.

A secure, cloud-based platform

- Smartnumbers is a native cloud application that simplifies call recording while removing the costs associated with managing on-premise infrastructure.
- As Smartnumbers is cloud-based it enables rapid search across all call recordings, no matter where and when the call was recorded. It also enables you to quickly scale your record strategy to specific business units or different regions without the delay of implementing new infrastructure.
- All data, including recordings and metadata, are encrypted in transit using TLS and at rest using AES 256.
- Files are signed with HMAC before storage and all access to these files is captured in an audit log to ensure tamper evidence can be provided.
- Data retention periods can be configured for each geography or business unit to meet regional regulations.
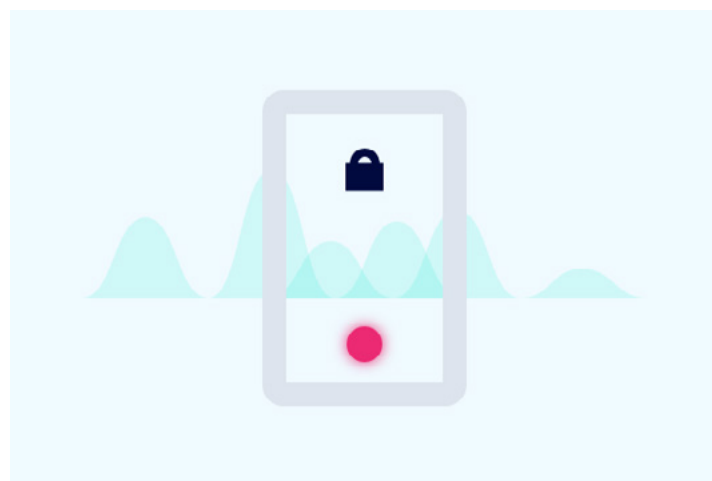
Complements your ecosystem

- Recordings can be captured and stored in the Smartnumbers service, or exported to your chosen compliance solution.

- Alternatively, call recordings can be imported into Smartnumbers for storage and to provide a single interface to quickly locate recordings that would otherwise be siloed in different systems.

Data assurance and compliance

- Data can be stored in multiple data centres in each region with multiple layers of operational and physical security.

- Data is compliant with global data protection regulations.

- The Smartnumbers platform is ISO 9001 and ISO 27001 accredited.

Secure mobile call recording

- iOS or Android app – no need to change networks or install a new SIM.

- Record calls on any corporate-provided or personally-owned device.

- Automatically encrypt calls and texts to the highest standards of security and store in the cloud. Files are tamper-proof once stored so you stay compliant.

Smartnumbers.
One platform, many capabilities.

Call management removes the risk of telecoms migration and ensure you never miss a call again..

Call Security prevents fraud in the contact centre by identifying suspicious calls and authenticating legitimate customers before you answer. This enables you to divert suspicious calls to specialist teams and create a frictionless caller experience for genuine customers.

Call recording for business best practice or compliance. Simplify BYOD, manage your business calls and texts on your personal mobile.

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