Network Cloud Interactions Recorder.

Landlines, Mobile Phones, SMSs, Fax and Soft PBX recording.

Recordia® "Finally a Secure Platform based on Cloud that solves all the needs any company may have on recording. Recordia® helps companies comply with the highest security standards and compliance regulations."

Why Recording?

Businesses record voice for different reasons: dispute resolution, training and coaching, proof of contract, quality assurance, etc. Additionally some companies are regulated by law to keep recording and audit on any communication with customers. The new EU directive, MiFID II, will be of compulsory application to all financial institutions starting January of 2017.

Recordia® helps Telecom companies monetize on this opportunity with no CAPEX by integrating with the Recordia® Cloud Interaction Recorder.

Consistent experience

Recordia® is the first in its class to record from either On Premises, or via Telco Network sources. The same interface is offered for mobile phone calls or landlines, so your customers can search for any kind of message on: mobile, voice extensions, fax, or SMS.

Administrative ease

Recordia® Interactions and Mobile Call Recording gives your customers an easy to use UI to access recordings, search, playback, transcript and other advanced features like speech analytics or word spotting. Recording can be shared only through a secure link ensuring control, security and audit functionalities when accessing recordings.

Use existing integration

Recordia® integrates with existing Telco infrastructure such as HPE OCMP, or Ericsson VXML. Thanks to a powerful API, it integrates with existing Provisioning Systems as well as with the major Cloud Service Brokerage Vendors such as AppDirect, Odin, or NEC. All users will benefit from Defined Service Levels and Telco Carrier Grade infrastructure.

The new EU directive, MiFID II. Across Europe the EU (2014/65/EU) directive makes provisions for the banking industry across the 28 member states, starting 2017. From then on, all relevant Business communications conducted on mobile phones need to be recorded and archived in all EU member states.

In the UK, the Financial Conduct Authority (formerly FSA) regulates most UK financial services markets, exchanges and firms. From March 2009 firms are now required to record all telephone conversations and electronic communications involving client orders for the equity, bond and derivatives markets and retain the files.

In USA, the Dodd-Frank Act, will require the finance sector professionals to record their mobile phone conversations in addition to their landlines.
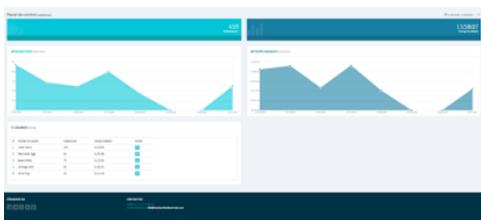
Provision in minutes instead of weeks/months

There is no need to change your PBX infrastructure or spend time in complex configuration and testing. No need to provision any server or electronic equipments, just have your voice streams point to our cloud. We provide direct support for Cisco Call Manager or Cisco HCS, Alcatel, Unify, Oracle Acme Packet, Asterisk, Broadsoft and many other VoIP platforms.
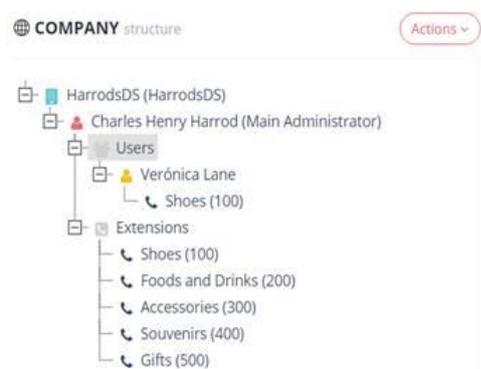
We take security and privacy very seriously

Hosted in multiple Datacenters around the Globe, Recordia® provides security mechanisms for Data Replication, Encryption and Data Sovereignty requirements. Using HSM encryption methods with rotation policies, objects are encrypted using AES256 and connections are performed using secure protocols such as IPSEC and HTTPS or using VPNs and SDNs. Additionally we provide audit and log capabilities for any access to the platform.

Recordia® provides customer retention periods, so retention can be extended to ensure compliance with emerging regulations.

Features

- Digitally signed recordings for proof of authenticity
- Encryption ensures recordings cannot be accessed and played
- Hash comparison allows to check authenticity for recordings
- External digital signature ensures integrity and authenticity
- Integrate with your preferred CRM
- Automatic transcription and translation
- Speech Analytics applications which provide insights to take better business decisions

Benefits for Telecom Companies

- Monetize call and interaction recording as a service for additional ARPU
- Pure Multi-Tenant System, serve many customers in different countries
- Know from your CRM who, when, what was said to your customers
- Integrate with your Provisioning System and end user Web experience for seamless application delivery
- Strong API to integrate with backoffice systems
- No CAPEX or upfont investment, solution is provided as a service in a revenue share model

Cloud Worldwide Services provides Platforms and Software as a Service for Telcos, ISPs, large organizations and Telecom manufacturers. With more than 40.000 users around the world it provides cutting edge applications that increase customer satisfaction in the new digital business era.

www.cloudworldwideservices.com

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