CALL RECORDING ASSURANCE

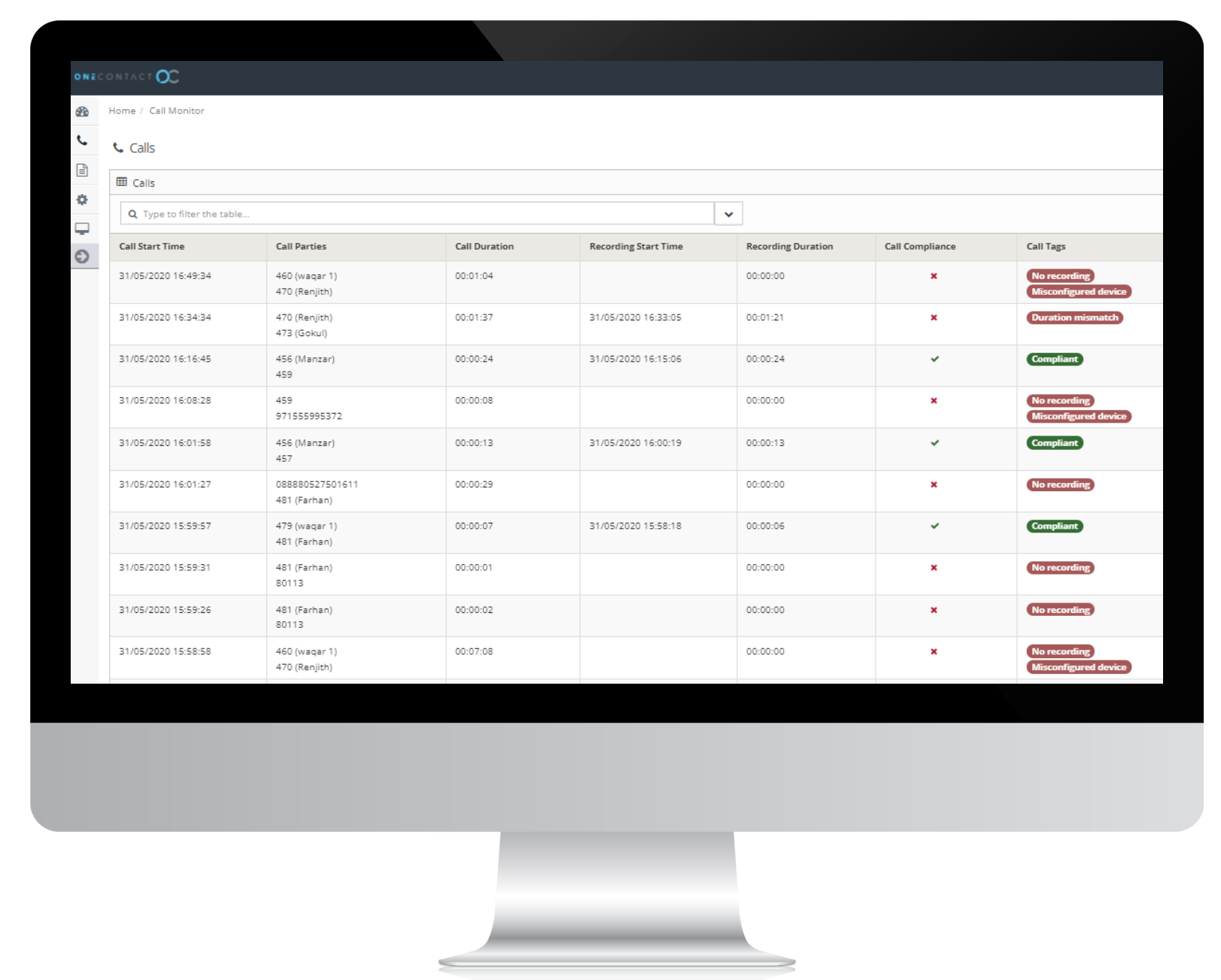Ensuring Every Interactions is Captured

Overview

OneContact CRA by Topaz is built for large communication infrastructure's with thousands of lines, handsets, interaction recorders, and more. A failure at any point within this communication network can cause severe issues for your business, yet individually testing each element is virtually impossible.

Topaz provides the technology base to assist your business to deal with such challenges. OneContact Call Recording Assurance solution helps financial services, insurance providers, and other organizations to monitor and validate each interaction is correctly recorded.

Call Match and Recording check services are part of your comprehensive, proactive compliance oversight

Automated Channels Monitoring

Call Recording Assurance will capture communications records from PBX platform, compare them with actual recordings, and automatically report potential glitches to authorized users. The solution can facilitate proper system configuration by checking the recorded media and linked data to help prevent unwanted loss of recorded interactions. It can also alert you if any conversation records are lost, so you can investigate and act right away.
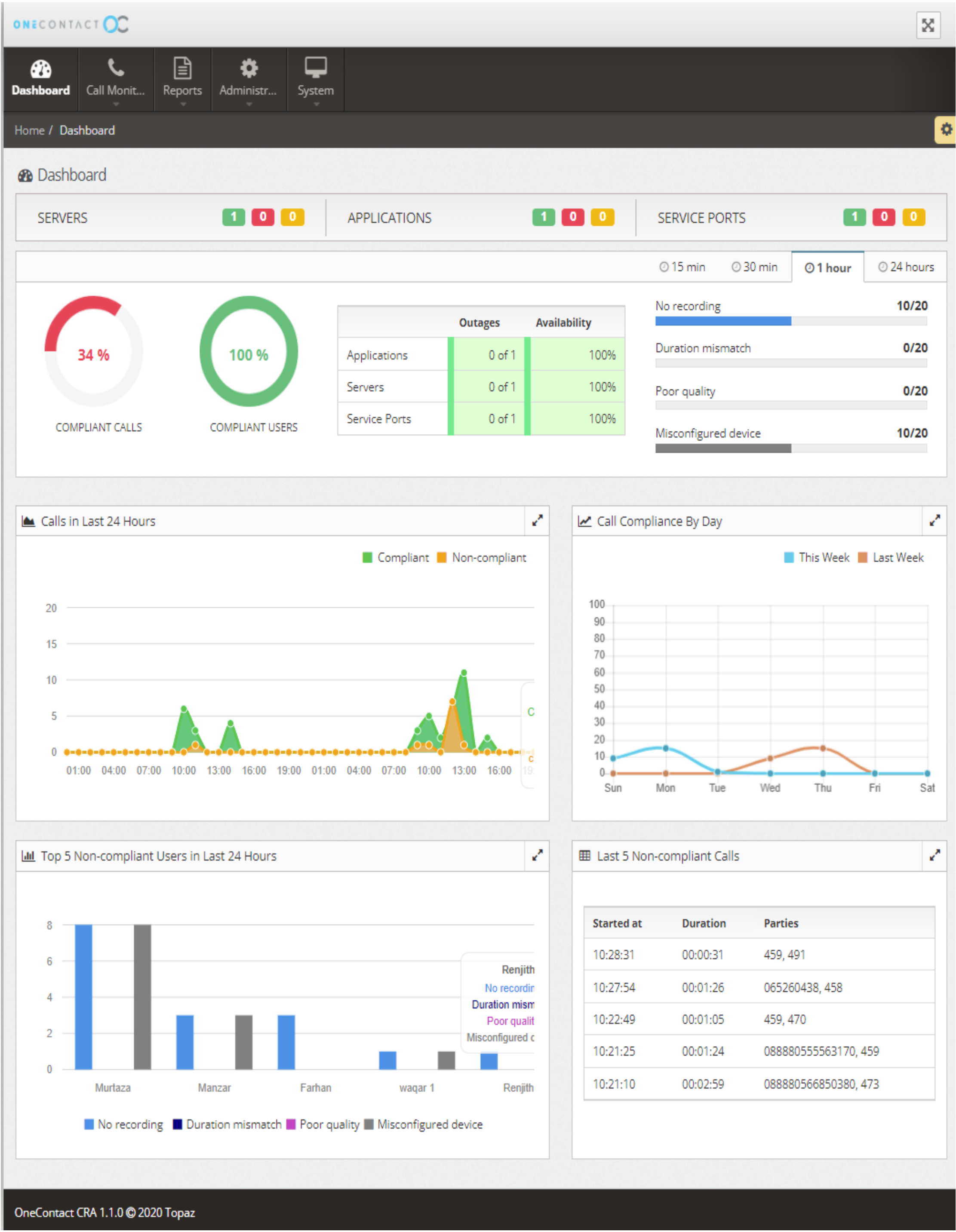
Key Benefits of Call Recording Assurance

By leveraging OneContact CRA you gain the peace of mind of knowing that what needs to be recorded is recorded.

- **Streamline Compliance Monitoring** - Reduce time and expenses associated with compliance operations by incorporating automation into recorded media validation.

- **Build Efficiency into Media Monitoring** - Build efficiency in detecting service issues and processing abnormalities to be able to act upon them in a timely manner.

- **Leverage the Power of Automation** - Streamline the effort of monitoring your recording system to reduce maintenance overheads and related manpower needs.

- **Improved Oversight and Evidencing** - Benefit from full audit trails of recording assurance events, actions and alerts providing a database of all activities in the system.

OneContact CRA 1.1.0 © 2020 Topaz

Key Features of Call Recording Assurance

Using OneContact CRA by Topaz, your business can reduce the operational effort and cost of maintaining the recording platform by:

- Automatically monitoring every recorded call in near-real-time across multiple unified communication and telephony environment.
- Highlighting non-recorded calls.
- Highlighting extensions that are not documented due to network or server issues and extensions that are not intended to be recorded.
- Call tags identify and arrange recordings of calls in a manner that makes sense to you and your staff.
- Automate security checks and monitoring of the recording infrastructure to eliminate system breakdowns.
- Altered, missing or incomplete conversation records tracing.
- Ensuring that every call is recorded and retrieved correctly.
- Provide daily controls and oversight for compliance purposes.
- Verifying recorded extensions, addresses, and numbers configured within the system.
- Comparing the length of the conversation thereto of the recorded media file to point out differences.
- Providing actionable intelligence with system alerts and customizable dashboards, just in case of lost or incorrect conversations.
- Reduce the danger of degraded service after a change to the communications and recording infrastructure.

Stay Consistent & Miss No Recording

- Matching original call details which are reported by PABX with a recording database that records automatically and flags records when a conversation cannot be discovered in the system.

- Comparing the length of the conversation with the length of the recorded media file to indicate disparities

- Highlighting non-recorded conversations and those with the media-processing fault.

READY TO **GROW, ADAPT** AND **LEAD** WITH TECHNOLOGY

ABOUT TOPAZ

Topaz FZE was established in 2007 built around UC, CC Outsourcing & CRM solution's portfolio. Offering the best technology solutions to our customers & deploying these solutions with a technically qualified service team is core to our operational success.