



RECORDING, ARCHIVING AND ANALYSIS FOR ON-SITE AND HOSTED TELEPHONY

The Cognia unified communications archive simplifies the monitoring, archiving and analyzing of landlines or desk calls managed through onsite or hosted PABXs, whether TDM or VoIP-based.

For small businesses or an international enterprises alike, our global, cloud-based platform, enables communications compliance, service assurance and workforce productivity to be achieved without the costs, complexities and inflexibilities of on-premise or locally-hosted alternatives.



SUPPORTED SYSTEMS

Cognia supports integration with all popular on-site telephony systems including:

Alcatel, Ascom, Aspect, Avaya, Bosch, Broadsoft, Cisco, Diance, DMS, Ericsson, Fujitsu, Generic, Intertel, LG, Mitel, NEC, Nitsuko, Nortel, Panasonic, Philips, RealConnect, Realitis, Rockwell, Samsung, Selta, Siemens, Shoretel, SIP, Skype, Tadicom, Toshiba.

Media capture is enabled using Cognia Secure Connect, a software client application that is installed on site, either be installed on virtualized or physical hardware, and integrates with your PBX to capture media and all requisite call data, which is then pushed securely to the Cognia cloud platform.

Our continuous ongoing development program means that this list continues to grow. For the latest information on both on-site systems support and our hosted-PBX integrations, please contact us.

APPLICATIONS

FINANCIAL COMPLIANCE

Cognia helps financial institutions large and small, make light work of communications compliance, surveillance and risk management.

Our platform is used by some of the world's largest banks to ensure compliance with regulators and regulations such as Europe's MiFID II, Dodd Frank, Commodity Futures Trading Commission (CFTC), UK Financial Conduct Authority (FCA), Monetary Authority of Singapore, Hong Kong Security and Futures Commission, and other similar governing bodies around the world.

CUSTOMER ENGAGEMENT

Cognia helps customer teams resolve disputes rapidly, analyze communications for quality assurance and agent coaching – across contact center and home and field workers.

BENEFITS

- ▶ Simplify operations by consolidating processes across offices and regions that would otherwise rely on local on-site recorders
- ▶ Increase analyst productivity by managing recorded landline and desk-based VoIP calls on the same platform as other media types, including mobile, video, social and email
- ▶ Reduce IT costs by replacing expensive and time-consuming deployments and upfront CAPEX with a simple pay-as-you-use cloud service
- ▶ Boost the effectiveness of surveillance monitoring and QA processes by using advanced search and analytics tools
- ▶ Increase business flexibility and agility, and avoid vendor lock-in, by enabling media and events to be exposed to your applications of choice

cognia UNIFIED COMMUNICATIONS ARCHIVE

KEY FEATURES

CAPTURE

Record conversations across multiple channels, operators and territories. The Cognia unified communications archive enables you to capture, and analyze all of your transmissions into one unique global platform.

Mobile: Cognia integrates with mobile operator networks to capture all incoming and outgoing calls, voicemail, SMS and MMS. **Landline:** Media from on-premise or hosted telephone systems, whether TDM or SIP, can be captured. Cognia integrates with over forty of the most popular telephone-system brands. **Video:** Cognia ensures it remains within your compliance, BI or service-assurance controls and processes. **Social:** Available feeds include Twitter, Facebook, Google+, Yammer, as well as blogs and message boards. **Email:** Microsoft Exchange and Gmail to be captured, searched and monitored alongside all other captured media, for eDiscovery and compliance.

ARCHIVE

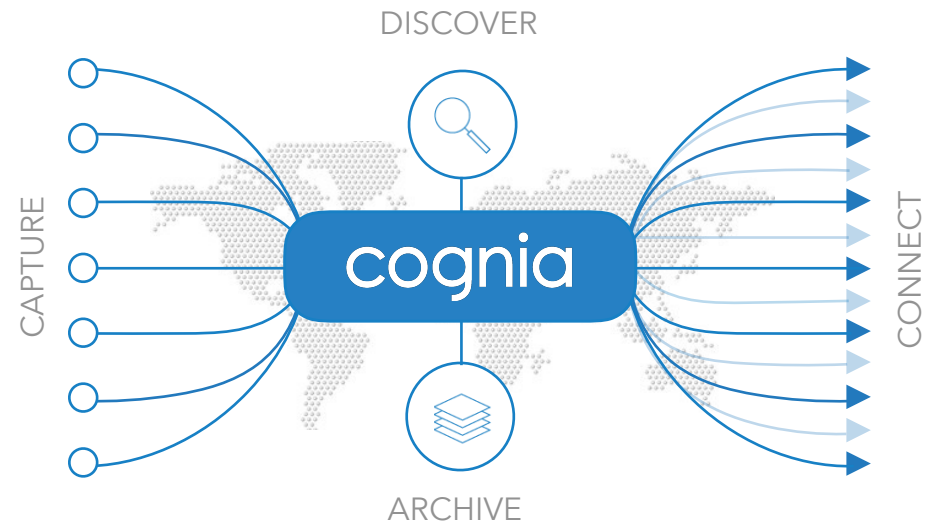
Manage media in line with policy controls set at any organizational level. Delegate administration, while maintaining global oversight; enforce security policies; and ensure local regulatory compliance.

Media can be stored in Europe, North and South America, and Asia, or pushed to customers' on-premise systems. Through easy-to-use policy controls, multiple locations can be set at any level – from region, to department to recorded user. This also applies to other functions such as storage retention, legal hold, media access, encryption.

DISCOVER

Investigate events, monitor communications, and securely share the results with internal and external parties quickly and easily.

Search across voice and text-based conversations, filtering by dates, user, device, other party, direction, media type. Run ad-hoc and structured, multi-phrase



content searches across voice and text using built-in, multi-lingual phonetic and transcription engines. Monitor operations in near-real time using stored searches, application rules, automated tagging and alerts. Share media items quickly and easily with staff and third parties using timed links and multi-factor authentication, to maximize protection of sensitive data. Report on all captured events, including, for example, call chronology.

CONNECT

Expose media, events, alerts, and transcribed media, to your business applications. Select from pre-built application plug-ins or integrate using the Cognia API. Enable selective access and use of applications using the platform's organizational and security policy controls.



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ABOUT COGNIA

Cognia helps organizations address some of their most pressing compliance, service-assurance and productivity challenges. Used by businesses in sectors such as finance, energy, healthcare or retail, the Cognia cloud-based unified communications platform transforms the cost and ease of capturing, storing and analyzing mobile, landline and digital interactions. To learn more visit cognia.com