



TeleWare



INTELLIGENT IMPORT BY TELEWARE

Automated secure import of mobile voice recordings into an on-site fixed line recorder

- All voice recordings can be stored on one centralised platform
- Recordings are automatically moved without the need for manual intervention
- Enhanced voice recording analytics
- Provides complete data security



INTELLIGENT IMPORT

Many banks and financial institutions have on-site call recording solutions implemented for their fixed line communications. These solutions often have additional features for in-depth analysis, providing valuable business information.

The introduction of the requirement to record all mobile voice calls and SMS messages has led to organisations having their voice recordings stored in two separate locations, with fixed line recordings being stored in an on-site recorder and mobile voice recordings being stored in the cloud.

Intelligent Import from TeleWare addresses this issue, providing a solution that ensures all mobile voice calls are recorded and then automatically transferred into an on-site fixed line recorder. The transfer is completed seamlessly and securely, without the need for user intervention.

How it Works

All mobile voice calls are recorded and stored within the TeleWare platform.

The on-site Intelligent Import Application (IIA) and Remote File Access Application (RFA) then establish a connection. The RFA will then request all newly recorded calls from the recordings database. Upon successful validation, the files are passed from the TeleWare platform to the customer site.

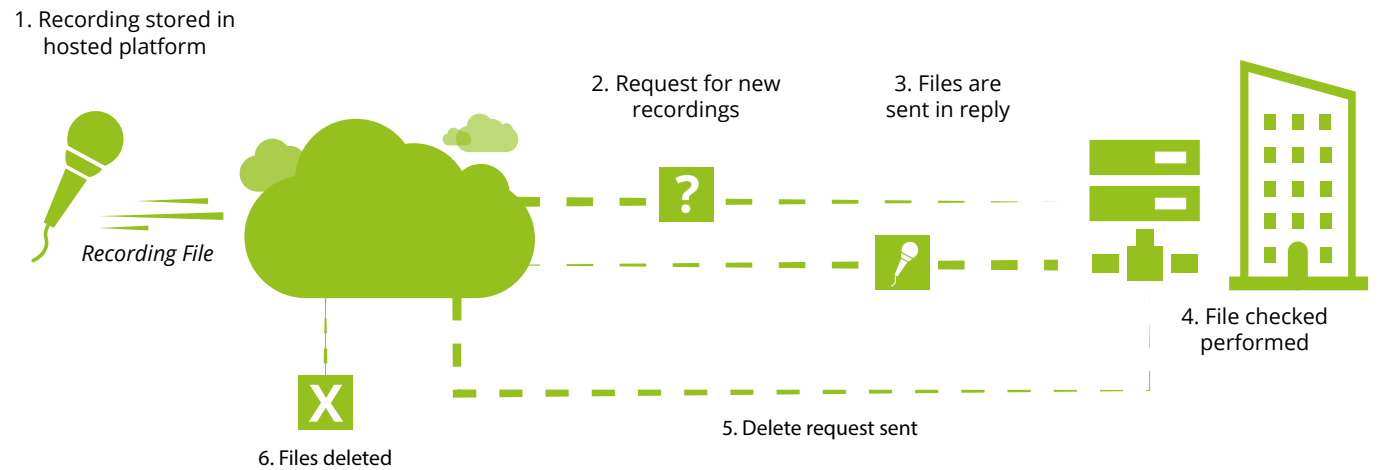
The IIA translates the metadata to match that of the fixed line recorder using Logical Layered Architecture (LLA). Once the metadata has been matched, the call recordings will be imported into the fixed recorder.

(Decryption of recordings are managed locally using the organisations public/private key pair).

A notification is issued to the TeleWare platform following successful completion of the import. The call recordings are then deleted. If required, call recordings can remain on the TeleWare platform as an additional back-up storage facility.

TeleWare Intelligent Import provides your organisation with:

- ✓ **Reassurance** that all voice recording data will be held on your platform, in line with your organisation's security requirements
- ✓ **An automated data transfer process** without the need for additional resource
- ✓ **Enhanced analytics** as all your voice recording data is held on one platform, e.g. for dealer reconstruction



To find out more about TeleWare Intelligent Import and other call handling solutions visit www.teleware.com



TeleWare

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For further details please call **+44 (0) 1845 526 830** or email thinkbeyond@teleware.com

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