

# MOBILE VOICE AND SMS RECORDING

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Find out how TeleWare's Mobile Voice and SMS Recording portfolio can help increase business productivity, support training, improve governance and meet regulatory requirements.



**TeleWare SIM**  
SIM BASED RECORDING



**Re:Call**  
APP BASED RECORDING



# PRODUCT OVERVIEW



**MOBILE VOICE AND SMS RECORDING FROM TELEWARE GIVES BUSINESSES THE ABILITY TO RECORD VOICE AND SMS COMMUNICATIONS.**

“ *TELEWARE SIM AND TELEWARE RECORDING APP, RE:CALL: TWO POWERFUL MOBILE RECORDING SOLUTIONS WHICH ARE SIMPLE TO IMPLEMENT, STRAIGHTFORWARD TO USE AND WHICH OFFER LOW COST OF OWNERSHIP.* ”

Increasingly firms are recognising the benefits of recording their mobile communications. This could be for regulatory purposes, for training or for improving customer experience.

These businesses now have the choice of using TeleWare's SIM based recording solution which records voice and SMS communications at source with no changes to the user experience or the TeleWare Re:Call app which sits alongside the mobile device's native dialler and can be accessed by the user for any calls and SMS messages that need to be recorded. Businesses can use either of these solutions or indeed a combination of both to cost effectively expand it's mobile recording capability across a wider number of employees. For ease of access all recordings are stored in the same web-based recording portal.



## TeleWare SIM

- > The world's leading SIM based recording solution.
- > Ideal for workers based primarily in the UK.
- > Provides compliance with MiFID II, FCA and CQC regulations.
- > Record all or on-demand recording options.
- > Frictionless user experience.
- > Recordings can be securely exported to on-site fixed line recorder.



## Re:Call App

- > A subscription recording service which works seamlessly alongside your existing mobile contract.
- > Ability to separate business and personal calls.
- > Compatible with Android or iOS platforms.
- > Provides compliance with MiFID II, FCA and CQC regulations.
- > Low cost of ownership with no hidden charges.

## £ FINANCIAL SERVICES

- > Meeting regulatory requirements including FCA, Dodd Frank and MiFID II.
- > Reducing risk, helping to detect and prevent employee wrongdoing.

## 👨‍⚕️ HEALTHCARE

- > Monitoring vital telephone based patient interactions and decisions that affect patient care.
- > Helping ensure patient privacy and staff safety.

## ⚖️ LEGAL

- > Tracking billable hours for legal professionals.
- > Accurate communication recording during discovery and client engagement process.

## 🌐 GENERAL

- > Dispute resolution.
- > Recording and verifying verbal agreements.
- > Retaining valuable information.
- > Enabling powerful analytics and actionable insight.

# FEATURES AND BENEFITS

## RECORDS ALL COMMUNICATIONS

- > All inbound and outbound calls together with SMS communications and voicemail access are recorded.
- > For Re:Call users, recorded calls must be made and SMS messages sent using the Re:Call app.

## GSM BASED SOLUTION

- > Will work in the absence of data and/or wi-fi.

## SIMPLE PRICING MODEL

- > Monthly subscription with no hidden costs.
- > All storage of recordings for active users is included.
- > Pricing model allows users to be added/removed as required.
- > Non-UK/EU usage based on simple zoned rate card.

## SECURE CLOUD STORAGE

- > Industry-leading security safeguards, privacy and data protection applied, meaning that your data is safe and protected.

## STORAGE OPTIONS

- > SMS and call recordings are stored to meet requirements.
- > Storage periods can be extended if required.
- > Litigation hold option available (indefinite hold).

## AUTOMATIC DELETION

- > Recordings are automatically deleted at the end of the defined retention period.

## TELEWARE HUB - WEB BASED PORTAL

- > Interactive web based portal for recording retrieval, replay and archiving.
- > All SIM based and Re:Call recordings are stored in the same portal.
- > Administrator access to TeleWare Hub included.
- > Easy to access, use and manage, so reducing administration time and resource.

## STEREO RECORDING (OPTIONAL)

- > Each party on the call is recorded individually for improved analytics and post-call insight.

## NUMBER PORTING

- > Existing mobile numbers can be retained or a new mobile number can be provided.

## EVERGREEN SOLUTION

- > Upgrades applied automatically with no user impact.

## FOR SIM USERS:

### MONTHLY SUBSCRIPTION

- > Covers all UK/EU calls and SMS together with an allocation of data.

### EASY TO DEPLOY

- > The solution is compatible with all types of mobile handsets, meaning that the existing mobile device can be retained; therefore suitable for corporate and bring-your-own-device (BYOD) environments.
- > The user simply inserts a TeleWare SIM card into their device.
- > Additional hardware is not required and there are no maintenance or time consuming software upgrades, helping to reduce costs.
- > No impact on user experience - no call delays or call latency.
- > White glove service assurance available for SIM based solution.

### INTELLIGENT IMPORT

- > Call recordings can be securely exported into a fixed line recorder, allowing all voice and SMS recordings to be stored in one location - saving time during retrieval and replay.

### CALL AND SMS ROUTING

- > Calling Line Identity (CLI) presented for outbound calls. Inbound SMS will appear in the native dialler.

## FOR RE:CALL USERS:

### MONTHLY SUBSCRIPTION

- > Covers all UK/EU calls and SMS recordings.

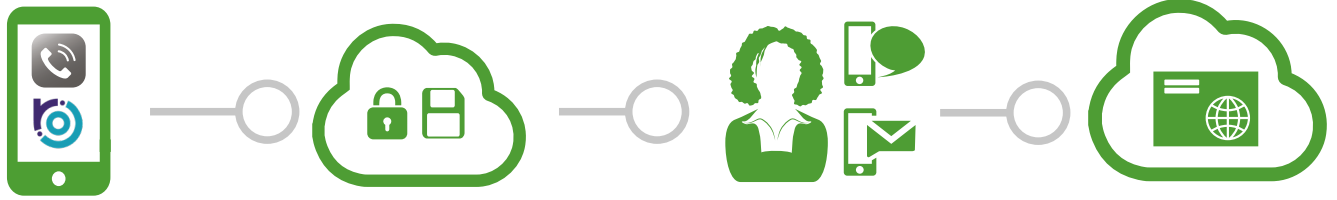
### EASY TO DEPLOY

- > Re:Call works seamlessly alongside your existing SIM and airtime contract, providing a solution for both BYOD and bring your own airtime environments.
- > The solution works with any Android (6 and above) or iOS (10 and above) smartphone and is downloaded from the appropriate app store.
- > Users can be up and running in minutes.
- > White glove service assurance available for Re:Call app based or TeleWare Hub issues.

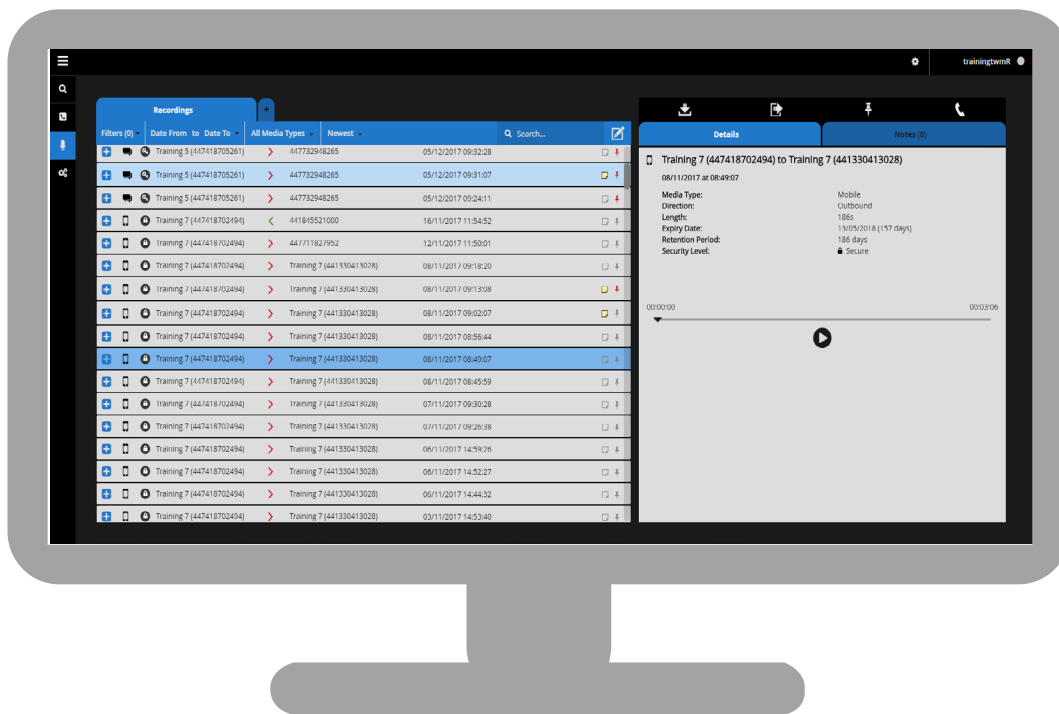
### CALL AND SMS ROUTING

- > Your Re:Call number will be presented as your Calling Line Identity (CLI) for all calls made and SMS messages sent via the Re:Call app.
- > Voicemails and inbound SMS messages to your Re:Call number are accessible within the app.

# HOW IT WORKS



1. Call/SMS is made using the native phone functionality (TeleWare SIM) or using the Re:Call app.
2. Call/SMS is routed through the TeleWare cloud where the recording is initiated.
3. Call/SMS is delivered via TeleWare to the destination, with recording applied.
4. The recorded call/SMS is securely stored in the TeleWare cloud.



5. All recordings are immediately available in the TeleWare Hub (see image above), a secure interactive web based portal for recording retrieval, replay and archiving.

To find out more about how TeleWare can help your business discover, connect and grow, contact our Think Beyond team today:

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