



## UNIFIED COMMUNICATIONS ARCHIVE

The Cognia unified communications archive simplifies monitoring, storing and analyzing conversations across multiple media – mobile voice, text, landline, video, Skype, email and social media.

Whether you are a small business or an international enterprise, our unique, global, cloud-based platform, enables communications compliance, service-quality assurance and workforce productivity, without the cost, complexities and inflexibilities of on-premise or locally-hosted solutions. And using the Cognia API you can expose that aggregated media, events and analysis to the business applications of your choice – driving productivity, business intelligence and agility.

## APPLICATIONS

### FINANCIAL-SERVICES COMPLIANCE

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

Used by some of the world's largest banks, Cognia enables compliance and surveillance teams to increase capability and efficiency across multiple regulations and jurisdictions, including Europe's MiFID II, Dodd Frank, UK Financial Conduct Authority (FCA), Financial Industry Regulatory Authority (FINRA), Securities and Exchange Commission (SEC), Commodity Futures Trading Commission (CFTC), National Futures Association (NFA), Investment Industry Regulatory Organization of Canada (IIROC), Monetary Authority of Singapore, Hong Kong Security and Futures Commission, and other similar governing bodies around the world.

### CUSTOMER ENGAGEMENT

Cognia provides customer-facing teams with the capability, flexibility and multi-channel reach that is critical for successful business.

Resolve disputes rapidly, analyze communications for quality assurance and agent coaching – across contact centers, and home and field workers, without the cost and complexities of using on-premise systems.

Recording, storing, searching and sharing communications becomes more secure. Analyze staff/ customers conversations using on-platform tools, or integrate seamlessly with your preferred quality-assurance, agent-coaching, or CRM systems. Simple to deploy, Cognia's platform replaces the high CAPEX and time-consuming rollouts.

### FIELD SERVICES

Cognia mobile recording enables conversations between customers and delivery teams, engineers, healthcare professionals, recruiters, and other field operatives, to be seamlessly captured, archived and monitored.

Cognia integrates with mobile operator networks to ensure all incoming and outgoing calls, voicemail and texts are captured securely, transparently and reliably.

Protect customers, workers and your brand by extending customer-service monitoring to all staff - not just your contact center. Increase productivity by transcribing conversations and automatically posting them to your CRM systems, analyzing sentiment, and monitor voice and text for keywords or phrases.



# 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

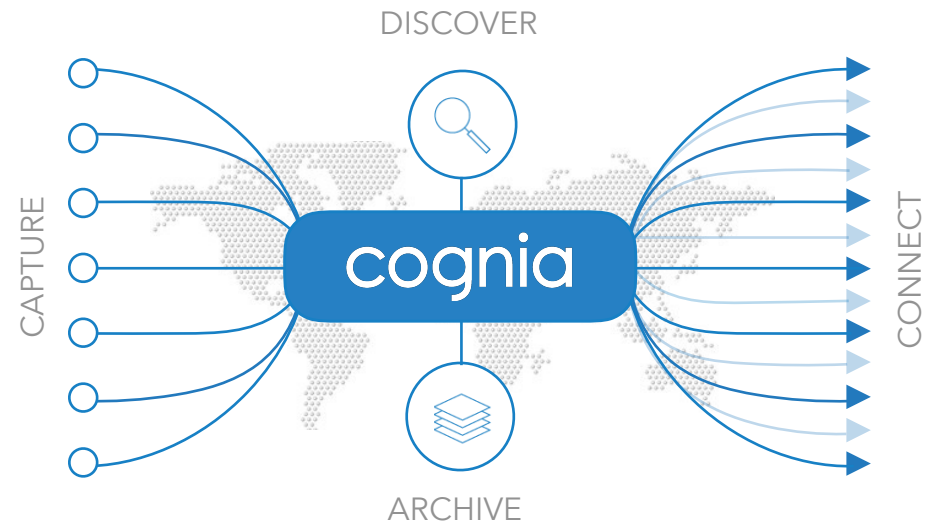
Manage media in line with policy controls set at any organizational level. Delegate administration, while maintaining global oversight; enforce security policies; and ensure local regulatory compliance.

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](http://cognia.com)