



# CLOUD

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## CALL RECORDING



# HOSTED CALL RECORDING MADE SIMPLE

## CAPTURE, STORE AND RETRIEVE

**Recording calls and other customer interactions are essential for companies that want to continuously improve their customer's experience and enable swifter dispute resolution.**

But this has to be done the right way, keeping recordings safe and secure so that they fully satisfy PCI DSS, GDPR, MiFID II and FCA requirements.

## FLEXIBLE RETENTION PERIODS

IPI can store your recordings from 30 days to 60 years, allowing for flexible retention including litigation hold.

## COST EFFECTIVENESS

As a hosted solution our recording technology fits in seamlessly, bringing you benefits in a shorter timescale and without the financial burden of a major IT investment.



## FEATURES

- ◆ Fully hosted service, so no hardware or maintenance required
- ◆ Scalable, reliable and trusted by many leading brands
- ◆ The only solution of its kind verified by Visa for storing legacy calls containing sensitive Payment Card data
- ◆ BS10008 compliant – ensuring the authenticity and integrity of electronic information
- ◆ Call tagging and comments
- ◆ Single click conversation view provides instant access to a customer contact timeline
- ◆ Configurable access controls with full audit

## **IPI'S HOSTED PORTAL IS FAST, FLEXIBLE AND INTUITIVE**

At IPI, we offer hosted call recording made simple. With the ability to record all of your fixed line and mobile calls in the network, then manage them via a single, intuitive portal. IPI's Call Recording is secure, compliant, feature rich and highly adaptable to suit the needs of your business.

IPI's hosted call recording solutions offer you the capability to capture, store and retrieve all your voice calls from a single portal.

If you need to record mobile, fixed-line calls and/or SMS interactions, we have a reliable and secure hosted solution that not only complies with industry standards, but is highly adaptable to suit the needs of your enterprise.

Legacy recordings may be imported from a variety of leading vendors in order to consolidate data and make the switch to a secure, hosted model.

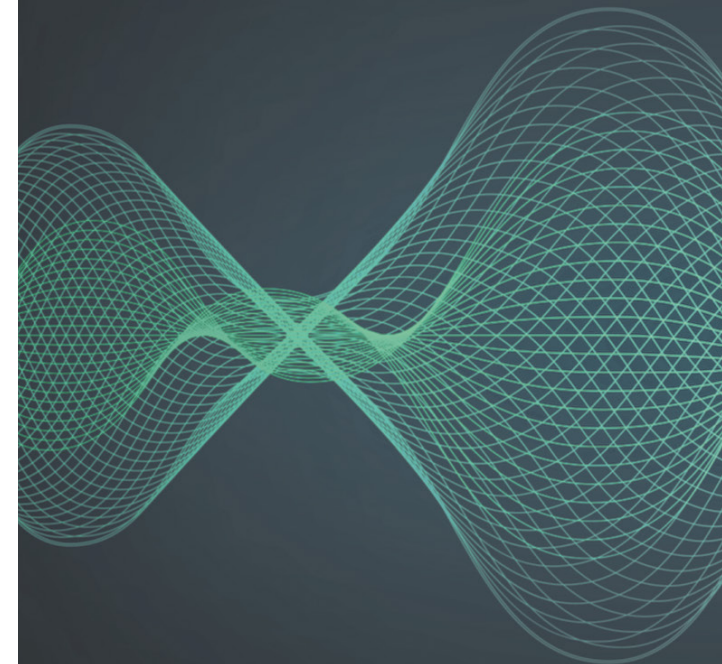
The recording solution is integrated seamlessly with IPI's suite of security and compliance products, delivering value from a single integration.

## **EASY & QUICK SET UP**

Calls are recorded at a network level before they reach your enterprise. This means that there is no hardware to install onsite and all calls are available through a single hosted portal.

## **CONTACT CENTRE COMPLIANCE**

Our products meet the regulatory requirements defined by the PCI DSS, FCA and other regulatory bodies. They are updated regularly to ensure that they continue to meet any regulatory changes and new regulations. Recordings are stored in adherence to BS10008 ensuring the authenticity and integrity of the files meaning they are admissible in a court of law.



# SECURE AND COMPLIANT

## CONTACT OUR EXCEPTIONAL TEAM

IPI offers comprehensive voice security solutions that deliver complete protection from the start to the end of every call. From call recording and archiving, PCI phone payments, to fraud detection and speech analytics, our cloud solutions provide industry leading functionality and security, without the need to ever install anything on site.



Phone Fraud  
Detection



Call  
Archive



Secure  
Portal



PCI  
Phone Payments

## GET IN TOUCH



IP Integration Ltd  
Integration House  
Turnhams Green  
Business Park  
Pincents Lane  
Reading, Berkshire  
RG31 4UH



0118 918 4600



enquiries@ipintegration.com



www.ipintegration.com

