

# Hosted Call Recording

As business requirements become more sophisticated, and as the compliance landscape changes, there is more demand now than ever for voice call recording services.

- If you are an inbound or outbound contact centre then you will need your call recordings for training, to verify staff activity, and/or to assure your customer service standards.
- If you sell over the phone, or are in any way involved in financial services then you will need to record your calls for regulatory reasons.

Inclarity has partnered with Dubber, a best-in-breed hosted call recording service provider to provide an intuitive and future-proof experience.

## Dubber Lite

Always-on call recording enabled per Subscriber that includes 6 months of recordings. Older calls are automatically deleted.

A great solution for any customer who only needs to review their recent history.

## Dubber Large

A longer-term volume-based storage solution with always-on recording that offers 100,000 minutes per Subscriber, with the total minutes shared between all users.

Ideal for customers who are happy to curate their recordings, and only need to keep selected calls for a long time.

## Dubber 7-Years

Always-on call recording per Subscriber with guaranteed storage 7 years, with no need to manage or delete any recordings.

Perfect for customers needing a high level of MiFID II compliance.

Charged according to each Subscriber's total monthly inbound and outbound call volume:

- 600 mins/month
- 1000 mins/month
- 2500 mins/month

## Ease of Access

Call recordings are accessed and played back online using any internet browser program, or a dedicated mobile app.

You can tag calls with any text label to make it easier to refer back to them. Powerful search tools allow you to search your recordings using a wide range of criteria, including tags.

## Flexible Listening

Every end user can listen to their own personal calls, but cannot delete or download. An Administrator can be nominated who can set up 'team listening' to offer wider access to certain groups of calls by certain individuals.

## Secure Storage

All call recordings are held securely within the Amazon Web Services cloud, and specifically within their UK mainland cluster. No data is stored overseas.

The multi-tenanted architecture is designed so that only the customer can play back their recordings using a secure login.

## Fully Compliant

The MiFID II legislation which took effect in January 2018, required a wider range of financial organisations to capture all correspondence relating to financial transactions, and to keep these records securely for much longer periods.

The security methodology employed by Dubber and AWS also ensures compliance to the latest GDPR legislation.

For customers taking card payments by phone, Inclarity can offer methods for suppressing the always-on recording to fulfil PCI DSS compliance requirements.

