

CALL RECORDING

Automatically record calls on selected extensions for training, quality or compliance requirements

Whether you are looking to improve staff performance, resolve disputes or meet regulatory requirements, VTSL's Call Recording product is an industry-leading application that will provide your organisation with insights and opportunities. VTSL customers can easily activate the pure-cloud application without the need for any onsite engineering or additional hardware.

STORAGE

Unlike other providers, VTSL offers fixed-price storage for recordings. Rather than increase storage costs as you add more recordings over time, with VTSL you know from the start what you will pay with our transparent pricing.

SECURITY

VTSL is fully responsible for security. Calls are stored in a secure format in our highly secure data centres. Each recording is encrypted and only retrievable by those at your organisation with permission.

FLEXIBILITY

Choose which extensions are recorded, who can access them and how long you store them.

ACCESS

Listen to calls from any device, anywhere. No need to download large files as recordings can be streamed. Calls made remotely are also recorded.



REGULATORY REQUIREMENTS

MiFiD & COBs regulations are monitored and enforced by the The Financial Conduct Authority (FCA) which currently states that telephone conversations of individuals directly involved in trading need to be recorded, including anyone involved in the advice chain that may result in a trade.

- Recordings required for companies involved in financial advice leading to a trade
- Recordings must be archived for 5 yrs
- Calls must be stored in a durable medium
- Call must be readily accessible
- Includes mobiles and anyone working from home or other locations

- ✓ VTSL's clear storage plans ensure that there are no hidden costs as the volume of stored calls increases to meet the 5 year requirement.
- ✓ Recordings are stored in VTSL's high security, high availability private cloud.
- ✓ Recordings are stored in an encrypted format, only converted to listenable formats (.wav or .mp3) when downloaded, ensuring that there is a tamper-proof original only accessible via VTSL if needed.
- ✓ The VTSL Portal's user friendly interface means calls are readily accessible and can be searched via multiple criteria.
- ✓ Storage is the responsibility of VTSL. We can assist with any FCA audit, and all recordings are automatically backed up.

The screenshot shows a web interface titled 'Call Recordings' with a breadcrumb trail: Home / Company Portal / Call Recordings. Below the title, it says 'Find recorded calls using the filters below. Click on column headings to sort data.' The interface includes several filter sections: 'Business Group' with a dropdown menu; 'Start Date' and 'End Date' with date pickers set to 24/01/2019; 'Period start' and 'Period end' with time pickers set to e.g. 9:00 and e.g. 17:00; 'Telephone Number' and 'Extension' with text input fields; 'Direction' with radio buttons for 'Inbound' and 'Outbound'; 'Answered?' with checkboxes for 'Unanswered', 'Answered', 'Voice Mail', and 'Abandoned'; and 'Call Type' with radio buttons for 'Premium', 'Operator Assisted', 'Mobile', and 'Emergency'. At the bottom, there are buttons for 'View Report' and 'Download Report'.

Calls are searchable by business group, date, phone number or extension, call type, inbound or outbound, and whether the call was answered. Click 'View Report' to see and listen to the calls that meet your criteria.

