

Compliance and Risk department of global financial services provider implements AI call analytics and compliant call recording solution to proactively avoid regulatory fines.

Situation

With the increasing number of regulations surrounding data privacy in an already heavily regulated market, coupled by the vast number of communications platforms the institution utilized, risk management and compliance had become a drastically more complex task.

Knowing what every employee was saying as representatives of the company was crucial, along with the ability to accurately identify risk within calls made and received. The solution needed to work globally, across all communication channels and platforms without fail – providing the company with a single source of truth on all conversation activity.

Use Case

- Automated QA process
- Specified call classification
- Precise conversation transcription
- Automated reporting – agent compliance levels
- Risk management action performance

Solution

CallCabinet provided this compliance and risk department with clear visualization of all conversation data across the organization. When deployed, they were able to easily find and review specific recordings from anywhere in the world without risking data sovereignty, classify all calls as needed, and automated quality assurance with alerts and notifications activated against specific priority events.

With real-time data visualization through custom-built dashboards, inclusive of complete transcriptions, the department now could take advantage of necessary granular monitoring capabilities – amplifying their ability to ascertain agent compliance levels as and when needed, affording them ample time to intervene and avoid regulatory fines.

