



COMPLIANCE FOR FINANCIAL SERVICES

Leverage Automated Compliance Recording for Increased Profits

Financial institutions are some of the most heavily regulated, risk-averse entities in the world. While many countries have tightened financial services regulations and compliance obligations regarding the storage and management of sensitive data and advice given, few financial institutions have turned their compliance into opportunity.

CallCabinet is an award-winning compliance call recording, quality assurance, agent evaluation and AI analytics software platform for enterprises of any size. Integrating seamlessly with virtually every major telephone and UC platform, it can convert your recording data into business intelligence gold.



ENJOY ENTERPRISE-WIDE COMPLIANCE

Every customer interaction at your financial institution must be compliantly recorded, whether from the office or home. CallCabinet continuously evolves with legislation meaning you never need to worry about staying compliant again.

TAKE COMFORT IN AUTOMATIC PCI REDACTION

Through our PCI DSS module, compliantly scrub personal financial data across four vulnerable layers, providing maximum security for your institution and your customers.

SHARE WITH CONFIDENCE

Use encrypted links that dictate access and access time to data and easily share calls securely and compliantly through out “**Compliance Share**” feature.

GAIN HIGHLY ACTIONABLE INSIGHTS

Your compliance voice data can be a substantial source of vital business intelligence. Our next-generation AI accurately interprets voice data and sentiment, making your data an actionable source for invaluable business intelligence insights.



STAY IN CONTROL

The ability to arrange users into groups or teams and control who can listen to those recordings is critical. Use predefined user roles which grant access to specific system features, functionality and recordings or create custom roles and define access permissions on a granular level for each user.

Increase Your Competitive Edge

Financial businesses are subject to Dodd-Frank, MiFID II, FCA, SEC and more. These laws require all financial trade communications to be recorded, time-stamped and organized for data audits.



COMPLY WITH REG BI

While Reg Bi (Regulation Best Interest) requires recording and documenting your calls for compliance, CallCabinet's users can leverage advanced voice analytics to minimize risks associated with potential compliance or training issues. Speech-to-text transcription allows intuitive retrieval of critical data through keyword and key phrase search, providing an additional layer of validity for legal documentation.

DEPLOY IN MINUTES

CallCabinet enables call recording in minutes without any additional hardware, on-device software or on-site storage. Financial institutions can also effortlessly migrate legacy data to maintain compliance and eliminate legacy system access and maintenance expenditures.

PREVENT DATA BREACHES

The security of CallCabinet's Cloud infrastructure exceeds that of on-premise systems. All call files are securely captured and stored utilizing a rotating Advanced Standard Encryption (AES-256) while in use, in transit, and in storage, ensuring your recordings are useless to data thieves. System administrators can easily restrict access to call recordings based on specific users or role-based permissions at a granular level.

SCALE AS YOU NEED

Our flexible subscription allows you to add only the features your enterprise needs. Start with standard user recording, or add full AI-driven analytics, agent screen capture, QA reporting and more.



Leverage automated compliance call recording for your financial institution. Call us today to arrange a customized demo.



MKT_Brochure_Financial_US_NOV_2023

United States

HEADQUARTERS

INT. TEL +1 561.235.7699
TEL +1 800.653.1389

Australia

REGIONAL OFFICE

TEL +61.3.9103.1455

South Africa

REGIONAL OFFICE

TEL +27 11.554.4450

United Kingdom

REGIONAL OFFICE

TEL +44 330.118.0000

Germany

REGIONAL OFFICE

TEL +49 6071.1803997