

Leading bank deploys mobile call recording to better service high net worth (HNW) clientele.

Situation

HNW individuals typically don't keep regular office hours and many banking conversations take place during those extended times. While this bank already chose to allow mobile phones as a communication channel to service this portion of their clientele, they also required a way to track and monitor these conversations for improved service delivery.

The bank already had a mobile service provider but the provider did not have the required recording and monitoring capability. A solution had to be found that could seamlessly be deployed for any existing or new mobile phones that the bank may use. Additional requirements included that the solution had to adhere to data privacy regulatory requirements and could not rely on a mobile app as it would still require human intervention to switch recording on or off, and therefore not be completely reliable or compliant.

Use Case

- Compliant mobile call recording
- Customizable solutions
- Centralized cloud storage
- AI-driven conversation analytics

Solution

CallCabinet discussed the situation with the bank's mobile services provider and provided a win-win business case that would allow CallCabinet to integrate directly onto the mobile provider's network. In doing so, the mobile services provider now had the ability to deliver CallCabinet's compliant call recording across their network and directly to the bank's CallCabinet cloud storage.

The result? The bank was able to compliantly record 100% of mobile conversations with complete ownership of recorded data and, using CallCabinet's AI-driven Conversation Analytics, gained the ability to quickly identify and retrieve any transactional instructions for dispute resolution.



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