Leading financial institution successfully standardizes compliant call recording and analytics across multiple communication platforms.

Situation

Servicing the unique needs of hundreds of thousands of customers on a daily basis requires ongoing collaboration and effective communication to ensure customer experience excellence. Having multiple communication platforms and in excess of 5,000 employees, the challenge was to find a call recording solution that could seamlessly integrate with all of their platforms and could aggregate all conversation data into a single unified user experience.

As their operations span many different geographic regions, the solution also had to adhere to global data sovereignty and data privacy requirements while allowing for custom recording policy settings per region or locale. The additional requirement was to migrate their legacy conversation data from legacy recording platforms into a consolidated cloud environment to expedite the time it took to access past recorded calls.

Use Case

- All communications platforms
- Standardized user experience
- Compliant data migration
- Granular recording policy control
- 5,000+ users

Solution

With its unique ability to compliantly migrate legacy or proprietary recorded call data, CallCabinet provided a call recording solution that included cloud-based storage, retrieval and processing of all conversation data. With each and every data regulation catered for, the company could further denote specific recording policy settings by department, region, team and individual.

Having achieved this kind of unprecedented control across their regions, the company could now take advantage of having a complete view of all recorded conversations in real time.

bsi ISO/IEC 27001 Information Security Management CERTIFIED

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