

Recording mobile calls and texts

How do you ensure mobile calls and texts are reliably recorded while not restricting the choice of mobile phone or network?

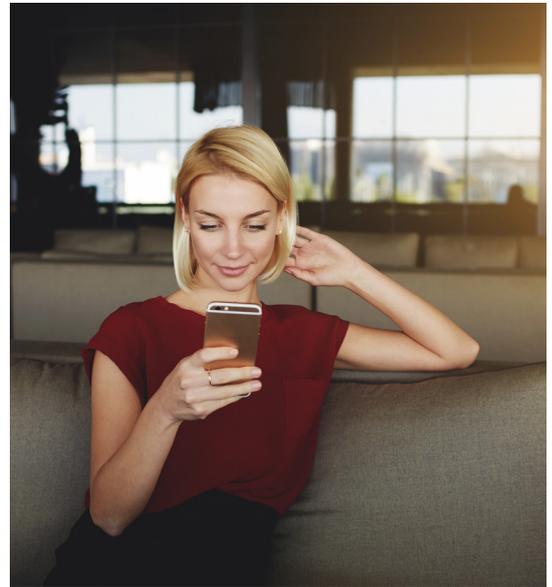
Whether your organisation needs to record calls for compliance, dispute resolution or to improve customer experience, there is an increasing volume of conversations that occur on mobiles. But how do you ensure only business conversations are recorded while personal conversations remain private?

smartnumbers mobile call recording provides a new approach that overcomes many of the challenges of existing solutions. Because it works across any mobile network, it records business calls and texts on corporate and personal smartphones without the need to change mobile carrier.

All recorded calls and texts are encrypted and stored securely in the smartnumbers vault. Authorised personnel can analyse and replay conversations using the smartnumbers compliance console, so they can quickly identify recordings of interest, whether for training or compliance purposes.

Benefits

- **Regulatory compliance:** Ensure calls made to and from the business mobile number meet both FCA compliance and MiFID II requirements.
- **Reliable, network-based recording:** Calls, SMS and voicemails are recorded in the network and are not dependent on an app conferencing or streaming from the device, providing a robust and tamper proof solution.
- **Mobile network agnostic and roaming friendly:** Independent of the underlying SIM and works with any mobile network, even while roaming.
- **Secure storage:** All data, including recordings and metadata, are encrypted in transit using TLS and at rest using AES 256.
- **Simple and compliant search:** Metadata including the contact names of both parties are indexed and discoverable through a user-friendly web console.



"We're definitely going to stick with smartnumbers because these days, given the fact that a lot of communications are now outside the office via email and telephone, it means any correspondence we have is documented."

Atif Latif,
Guardian Stockbrokers

Features in-depth

Record business calls and texts

- Record calls on-demand for dispute resolution or for note-taking.
- Personal calls and SMS are not recorded.
- Enables compliance with regulations such as MiFID II and FCA, including the requirement to record mobile calls and SMS, even on privately owned phones.

Answer your mobile calls on other phones

- Route mobile calls to any phone to overcome issues with poor mobile signal.
- Avoid international roaming charges by routing mobile calls to a fixed-line or VOIP number when abroad.
- Divert calls to a delegate or voicemail when busy or unavailable to ensure mobile calls are always answered.

Secure storage of recordings and SMS

- All data, including recordings and metadata, are encrypted in transit using TLS and at rest using AES 256 so only you have access to recordings.
- Files are encoded with HMAC and access to these files is captured in an audit log to provide evidence of tampering.

Data assurance and compliance

- The smartnumbers platform has industry-recognised certifications including SOC 1, SOC 2, SOC 3, ISO 27001.
- Data storage is compliant with EU Data Protection regulations.

Format of voice recordings

- Call recordings are stored as .wav files.
- Files are encoded with a sample of 441,000 Hz and a bit rate of 128kb/s.

Quickly find and replay recordings

- The smartnumbers compliance console provides a real-time view of all recordings, including in-person conversations recorded using the smartnumbers face-to-face recording service.
- Authorised personnel can locate and download files but cannot delete them from the smartnumbers vault.

Transcription of conversations

- Conversations may be automatically transcribed, enabling the full-text of the conversation itself to be searched and reviewed.
- Transcription is provided at the highest levels of accuracy.



Requirements

iPhone

- iPhones running iOS 8.0 or above.
- Available to download from the App Store.

Android

- Android devices running 4.0 (Ice Cream Sandwich) and above.
- Available to download from Google Play.

Networks supported

- Works with all the UK mobile networks.