Connected Capture™

The end-to-end voice compliance solution

Consolidate your compliance workflows across
all your communications

Why capture voice?

The ability to archive and effectively supervise voice content is critical to compliance with global regulations and managing risk across your business communications. Where voice is recorded, most organizations continue to operate siloed processes that frustrate efficient, timely e-discovery and review.

Archiving and analyzing voice content centrally, alongside all your other communications, exposes conversational context and enables the application of uniform legal and compliance processes. It ensures rapid, complete search and oversight, making the review process significantly more efficient. This also results in lower costs to your organization and more confident issue resolution.
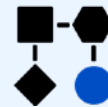
Key features

Single solution for
80+ channels

Voice-to-text
transcription

Specialized supervision
& e-discovery workflows

External archive support

Seamless integrations

Advanced search

smarsh®

Connected Capture™

Seamless, secure and reliable voice compliance, wherever and whenever important conversations happen

Supported channels include:

Teams

Skype for Business

IPC

Zoom

CellTrust

Vodafone Voice

Avaya

Mitel

IP Trade

Speakerbus

Cisco Voice

How it works

Smarsh enables voice compliance for content from virtually any recording system including VoIP, mobile, turret systems and collaboration platforms. Once captured, voice files can be transcribed and preserved in the archive together with the transcriptions and call metadata. From the archive, voice content can be easily searched, reviewed, played back, analyzed and exported alongside all other electronic communications. Smarsh supports 80+ communication channels across email, IM & collaboration, social, mobile text, voice and web.

Key benefits:

Meet regulatory requirements and internal policies
Capture, archive, supervise and discover all communications across 80+ channels to meet MiFID II and other regulatory requirements and help resolve internal disputes.

Reduce manual processes
Relieve the burden on internal teams with voice-to-text transcription. Retire manual "sit and listen" routines in favor of accessible, searchable voice content for supervision and e-discovery.

Support new and global communication trends
Adapt to support the latest, most productive communication and collaboration channels while ensuring complete compliance with regulatory demands.

Reduce time, cost and complexity
Consolidate the retention of data and streamline compliance workflows by using one archive instead of many for your email, IM & collaboration, social, mobile text and voice content.

Illuminate and reduce risk
Tag, search, track and review full context conversations across all channels to easily identify risk. Leverage our APIs to extract additional business insights from your communications data.

smarsh®