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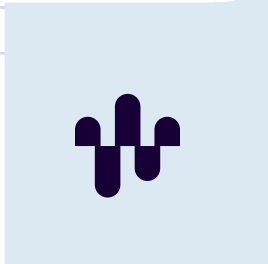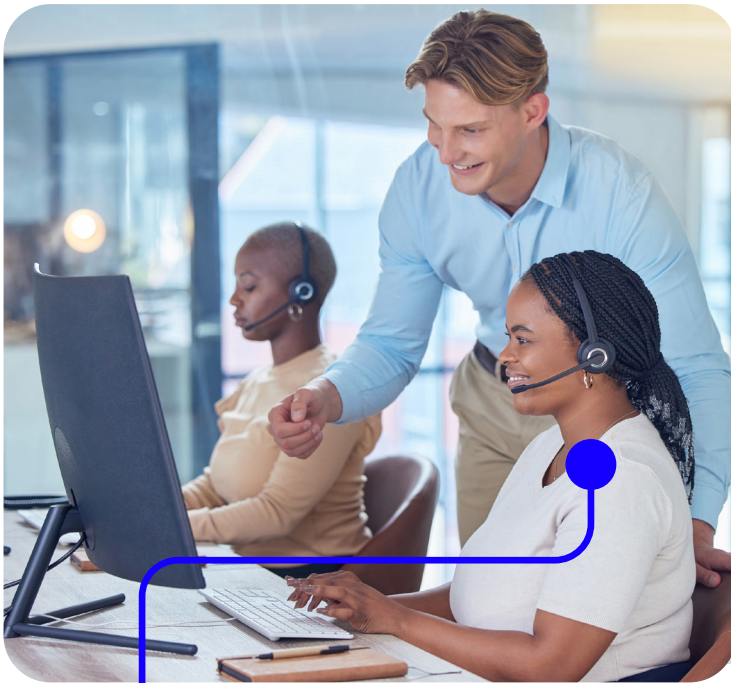
Turn Calls Into Trusted Assets

Act on every conversation with confidence through unified capture, encryption, and advanced review

smarsh

Conversations: Risk today, advantage tomorrow

Voice communications remain the primary channel for service, sales, and other complex business transactions. Customers and employees rely on calls for approvals, advice, and urgent issues. These moments matter most, yet conversations often occur across Microsoft Teams, Zoom, Cisco, Webex, Avaya, RingCentral, and mobile carriers, creating blind spots. Missing even one interaction from capture or retention standards exposes organizations to risk — from penalties and disputes to lost insights.

Meanwhile, expectations are rising. Regulators and customers want answers fast. IT needs solutions that scale and respect data sovereignty. Data teams need clean, usable inputs for analytics. Unified voice is more than just a log of what happened; it's a strategic dataset that powers compliance, efficiency, and growth when captured and enriched correctly.

Turn every call into resilient, trustworthy data

Smarsh Call Recording and Advanced Call Recording simplify the chaos. Calls, conferencing, and contact center environments are captured, encrypted, and archived in a single, trusted system of record. Compliance leaders gain certainty, IT reduces tool sprawl, supervisors coach with full context, and data teams finally bring voice into the enterprise fabric. Conversations become structured, enriched, searchable data — ready to use.

Voice capture from the leaders in compliance and AI technology

Trusted worldwide to preserve every word, with context, for oversight and insight

As conversations span platforms and networks, risk multiplies. Compliance and privacy gaps emerge, IT complexity grows, and valuable signals get lost. The outcomes can be severe and include penalties, inefficiency, missed opportunities, and loss of customer trust.

Compliance exposure

In January 2025, the SEC fined 12 firms a total of $63.1 million for failing to maintain and preserve electronic communications, including voice communications, in violation of recordkeeping requirements. This shows how messages across Microsoft Teams, Zoom, or mobile call can result in violations and harm to your brand if not properly captured and retained.

Untapped data value

Fragmented or missing voice cannot fuel analytics, discovery, or training. Leaders lose visibility into customer intent, employee performance, and operational trends.

IT complexity and cost

Multiple point tools add technical debt, stretch resources, and introduce security gaps. Older systems weren't designed for hybrid work or today's scale.

Privacy and data protection risk

Calls often include information protected by privacy laws, such as PII, PHI, or payment information. Without robust redaction and access controls, organizations can violate GDPR, MiFID II, HIPAA, PCI DSS, POPIA, Dodd-Frank, and other related regulatory requirements.
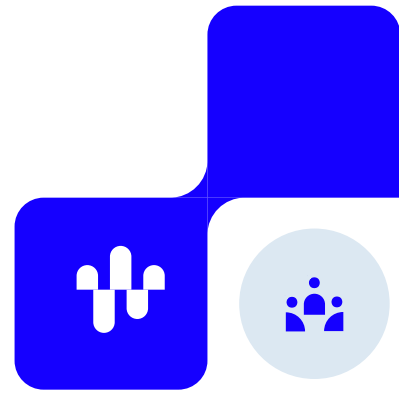
Quality blind spots

Sampling a handful of calls risks missing critical signals. Without comprehensive coverage, coaching falls behind, sentiment shifts go unnoticed, and churn risks rise.

Smarsh mitigates these risks by making each conversation secure, discoverable, and ready for use.
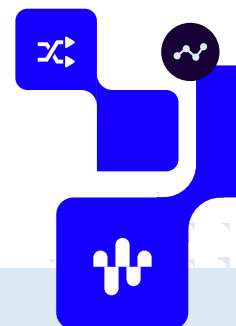
Keep calls compliant, searchable, and protected

With Smarsh Call Recording, you can capture, archive, and enable retrieval of voice conversations enterprise-wide. Fulfill regulatory requirements, reduce risk, and quickly find the right calls for audits, coaching, or support.

Benefits

Capture voice from any platform
Capture recordings from Microsoft Teams, Zoom, Cisco, Avaya, RingCentral, NICE, VERINT, and mobile calls in real time. Store with encryption and global data residency or export to the archive of your choice.

Unlimited, secure storage
Retain calls in immutable storage without limits using AES-256 encryption with key rotation and multi-region redundancy.

Advanced playback and tagging
Expedite reviews with tags, bookmarks, and precise playback controls.

Custom retention and legal holds
Apply retention by policy or jurisdiction and preserve specific calls for legal matters beyond standard timelines.

Compliant call sharing
Share full recordings or clips via secure links with granular permissions for controlled access.

On-demand transcription and summaries
Convert voice to searchable text and generate clear summaries for faster review.

What you'll gain

- Confident compliance coverage aligned to GDPR, MiFID II, HIPAA, PCI DSS, POPIA, Dodd-Frank, and more

- Strong security with AES-256 encryption, key rotation, and geographic redundancy

- Faster dispute resolution with searchable transcripts, tagging, and playback

- Retention tuned to business and regulatory needs, plus legal holds

- Secure, permissioned sharing for collaboration

- Deploy your way: cloud, on-premises, or a hybrid approach to meet sovereignty and IT strategy

- Optional export to your enterprise archive
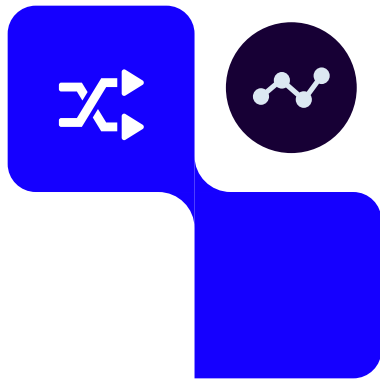
Advanced recording for enhanced insight and control

Extend core compliance capture with QA, reporting, redaction, and screen recording to improve performance and protect sensitive data.

Building on Smarsh Call Recording, Advanced Recording adds tools for quality evaluation, performance monitoring, and data protection. Maintain secure capture, unlimited encrypted storage, retention controls, legal hold, playback, tagging, and compliant sharing — plus QA scoring, agent assessments, synchronized screen capture, detailed reporting, manual/API redaction, and time-stamped notes for accurate oversight.

Benefits

Enhanced reporting
Leverage detailed call data and advanced reports to spot trends and prioritize improvements.

QA and agent evaluation
Score interactions, track performance, and target coaching where it has the greatest impact.

Screen capture and screen recording
See what agents see for complete interaction context and better feedback.

Manual redaction
Remove PCI DSS, PHI, or PII via manual tools or API-driven workflows to maintain compliance.

Time-based call notes
Attach notes to exact timestamps for accurate follow-up and collaboration.

Supervisor licenses
Give QA leaders dedicated access and controls to streamline reviews.

What you'll gain

- Improved CX quality and efficiency via scorecards and evaluation workflows

- Full interaction context through synchronized audio and screen capture

- Manual redaction to safeguard sensitive data

- Faster, smarter decisions backed by detailed call data and performance insights

- Stronger oversight with supervisor rights and tailored permissions

- API support to integrate with your ecosystem and automate workflows

Platform security, flexibility, and oversight

Compliance and security

Capture recordings from Teams, Zoom, Webex, Cisco, Avaya, RingCentral, NICE, VERINT, and mobile. Protect data with AES-256 encryption and key rotation. Apply legal holds for audits or disputes. Share compliantly with secure links and permissions.

Flexibility and control

Choose cloud, on-premises, or hybrid deployment options. Use unlimited audio storage with multi-region redundancy. Configure retention by region or policy, and export to your preferred archive when needed.

Core oversight

Speed reviews with advanced playback, search, tagging, and bookmarks. Use on-demand transcription and summaries. Add screen capture and screen recording in Advanced Recording for full context.

From risk to resilience: Who benefits

Compliance leaders
Ensure every conversation is captured, encrypted, retained, and defensible. Respond to audits and investigations with confidence.

IT leaders
Consolidate fragmented tools into a single, scalable platform that respects sovereignty and reduces operational overhead.

Operations and quality leaders
Replace random sampling with continuous, targeted QA. Leverage dashboards, evaluations, and context-rich reviews to elevate coaching and outcomes.

Data and CX leaders
Bring voice into your enterprise data fabric. Use structured, searchable call data to reveal trends, improve experiences, and speed resolutions.
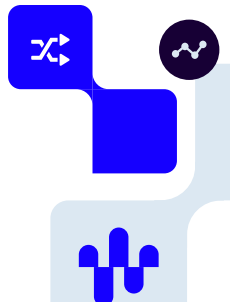
Why unify now

Storage costs have fallen dramatically, making long-term retention practical. Unifying voice today secures compliance and creates the foundation for richer analytics and AI-driven insights.

Smarsh solutions matrix

Capabilities	Call Recording license	Advanced Call Recording license	Conversation Analytics license
Compliant call recording	✓	✓	✓
Cross-platform integration	✓	✓	✓
Advanced playback and tagging	✓	✓	✓
Admin licenses	✓	✓	✓
Customizable retention policies	✓	✓	✓
Compliant call sharing	✓	✓	✓
Legal hold	✓	✓	✓
Call reporting dashboard	✓	✓	✓
On-demand transcription and summarization	✓	✓	✓
Unlimited voice data retention	✓	✓	✓
Enhanced call listing page	✓	✓	✓
Enhanced call details page	✓	✓	✓
Screen capture or screen recording		✓	✓
Manual PCI DSS, PII, PHI redaction		✓	✓
QA and team member evaluation tool		✓	✓
QA supervisor license		✓	✓
API support		✓	✓
Automated PCI DSS, PII, PHI redaction			✓
AI agent			✓
Automated transcription			✓
Sentiment analysis			✓
Detailed voice analysis			✓
AI data analysis of multiple data sources (email, chat, and social media)			✓
Multilingual transcription			✓
Call suppression			✓
Full text search			✓
Automated QA scorecard editor			✓
Custom dashboards (overview, agents, agents' performance, interactions, customer experience, business risk, customer satisfaction, CX self-service automation identification, phrase hits analysis)			✓
Summarization			✓

Why unify now

With storage costs at historic lows, long-term voice retention is no longer a barrier — it's a strategic advantage. Bringing your voice channels together today strengthens your compliance posture and unlocks the foundation for advanced analytics and AI-driven insight tomorrow.

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Smarsh® enables companies to transform oversight into foresight by surfacing business-critical signals from the most in-demand communications channels. Regulated organizations of all sizes rely upon the Smarsh portfolio of cloud-native digital communications capture, retention and oversight solutions to help them identify regulatory and reputational risks within their communications data before those risks become fines or headlines.

Smarsh serves a global client base spanning the top banks in North America, Europe and Asia, along with leading brokerage firms, insurers, and registered investment advisors and U.S. state and local government agencies. To discover more about the future of communications capture, archiving and oversight, visit www.smarsh.com.

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