

Verint Automated Verification Policy Check



Many organizations record contact center conversations for quality management and use in audits. In some industries, recordings are required by law, and failure or inability to comply can compromise operational oversight — and may result in heavy fines and reputational damage.

Verint® Automated Verification Policy Check™ can act as your eyes and ears, helping ensure calls are recorded continuously, in line with your policies. It can accurately track recording via multiple systems spread across different locations, including globally deployed recorders and telephony environments, no matter the volume of regulated endpoints or recordable interactions.

The solution can deliver a level of oversight and regulatory audit evidence that would be difficult, if not impossible, to achieve by manual testing alone. It can help your organization eliminate the blind spots caused by missing or incomplete communication records and the late detection of call recording failures.

Now you can:

- Automatically monitor every recorded call in near-real time across multiple telephony, unified communications, and PBX environments.
- Avoid the negative consequences of non-compliance by being alerted to missing or incomplete conversation records.
- Lower operating costs, increase operational oversight, shorten response times, and achieve better adherence to SLAs.
- Handle critical communications in accordance with your recording policy.

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Apply Active Checks and Balances

Verint Automated Verification Policy Check offers a comprehensive, real-time tracking, alerting, and policy-matching solution for omnichannel conversation recording in the contact center. It provides reliable testing and monitoring of all events originating from critical communication systems, while actively comparing them to the applicable recording policy and the number of calls captured by the recording platform.

The solution constantly logs information for all communications entering and leaving a recording environment, then compares it against conversations that have been recorded in line with the applicable policy in place.

If it detects missing calls or an irregularity, mismatched metadata, or failure against policy, it raises an alarm and alerts users immediately. This allows investigation and potential suspension of operations on an affected endpoint, helping organizations avoid breaches in regulatory compliance and quality assurance policies.

Verify Recording Automatically

Scalable, robust, and reliable, Verint Automated Verification Policy Check provides an intuitive dashboard view of call recording issues and the affected elements of each interaction.

You can:

- Automatically cross-check that all logged conversation detail records are indicated in the recording platform, and be alerted of any mismatch (lost call).
- Be alerted to failures against policies and irregularities in the recording of incoming and outgoing calls.
- Confirm calls are received from the gateways/PBX and the servers.
- Compare the length of calls seen at the PBX with those actually recorded.
- Achieve better adherence to service-level agreements (SLAs).

The solution is an integral part of Verint Automated Verification™, which provides intelligent automation to efficiently manage the complexities of today's contact center communications infrastructure. It can deliver improved operational intelligence to help businesses manage risk, foster compliance assurance, and leverage end-to-end automation through a scalable, resilient architecture.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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