

Verint Capture Verification



Now You Can:

- Actively track each call in real time to ensure successful and compliant data recording and retention.
- Support investigations by collating, sorting, and reporting issues on a call-by-call basis.
- Monitor call audio quality and detect issues using the actual audio file.
- Gain holistic, real-time oversight of system health using an interactive service dashboard.

For most organizations, capturing and retaining every call and interaction in line with the applicable laws, regulations, and corporate policies is a must—whether the employee works from the office, home, or on-the-go. And the challenges are multiplied when a company's operations span multiple geographies. Having confidence that these processes are being carried out correctly is critical to successful operations.

Most organizations must adhere to some form of regulations governing the way they do business. These range from data privacy laws such as GDPR and CCPA to more specialized regulations such as PCI-DSS or—in financial services—MiFID II and the Dodd-Frank Act. These regulations stipulate that every interaction related to a trade or transaction—be it spoken, written, or any other form of digital interaction—must be properly recorded, retained, and, on request, retrieved for regulatory scrutiny. The consequences of not complying with these requirements can be severe and include legal and financial penalties as well as commercial and reputational damage.

Verint® Capture Verification™ is a valuable automation solution for firms seeking to ensure their compliance with these regulations. It enables regulated businesses to conduct proactive testing and monitoring of their communications infrastructure in complex environments. Automated features discover users and devices, assure service performance, monitor key operations, and help safeguard against regulatory compliance risks. Uniquely designed to be agnostic about the communications solutions it works on, Verint Capture Verification exposes issues within the client environment, enabling non-compliance remediation in a timely manner.

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Ensure Flawless Operations Automatically

Regulations frequently require that capturing every call and interaction that is related to—or might potentially lead to—a trade or other transaction is mandatory. Since noncompliance with applicable regulations can result in serious consequences, businesses must be able to ensure reliable and seamless operation of their interaction capture tools to demonstrate defensibility and reduce the potential for compliance issues. However, device malfunctions, recording discrepancies, and connectivity issues are all risks to these processes that need to be managed. Keeping all the solutions relevant and aligned is further complicated by the many and frequent changes an organization undergoes over time.

With Verint Capture Verification, you can actively track every call in real time and ensure that they are successfully and compliantly recorded and archived. The solution gathers call detail record (CDR) and computer telephony integration (CTI) data from the involved devices, highlights problematic captures and discrepancies between the communications platform and the recorder, and reports and analyses anomalies in near real time. To remove false positives, it's also capable of interpreting recording policies and comparing them with the observations it has made.

Maintain Proper Audio Quality

While capturing every call is critical, being compliant does not stop with recording conversations. If the quality of captured spoken interaction recordings is poor, they cannot be used for compliance purposes.

Verint Capture Verification monitors call quality using the actual audio file, detecting issues with volume, crosstalk, and silence. It also picks up decoding errors, beeps, and clicks occurring during the conversation. Using this data, it calculates and monitors audio scores to provide service levels that can be tracked over time and in both directions.

Boost Efficiency and Reduce Costs with Automation

Visibility of end-to-end communications is key for service management, but manually calculating performance and availability SLAs often makes measuring performance difficult. In addition, constant and detailed analysis is required to determine the real issues, which often makes identifying potential compliance risks a time-consuming, expensive, and laborious process. This is further complicated by the fact that businesses often utilize multiple platforms.

To address these challenges, Verint Capture Verification provides an advanced triage capability which automatically groups faults across global deployments and displays frequency and impact. With its interactive, secure, browser-based service dashboard, businesses can gain centralized control across their whole communications suite.

Other reconciliation tools require complex and time-consuming tuning and scripts to recognize and manage false positives and ongoing moves, adds and changes. By contrast, Verint Capture Verification uses sophisticated iterative matching algorithms. These help to ensure that every element of every call is matched—greatly increasing system accuracy, reducing overhead, and accelerating time-to-service.



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