



## AT&T MOBILE RECORDING FOR FIELD SERVICES

Cognia's unified communications archive enables AT&T mobile voice and text messaging to be recorded, archived and analyzed on demand – freeing your customer-facing staff in the field to contact customers, while ensuring your service-quality and governance policies are applied.

Built on a global, cloud-based, multi-media platform, Cognia transforms the ease and cost of communications monitoring and quality assurance for domestic and international organizations alike.



### REGULATIONS

Used by some of the world's largest banks, Cognia's tamper proof solution enables compliance and surveillance teams to increase capability and efficiency across multiple regulations and jurisdictions, such as:

Europe's MiFID II, Dodd Frank, UK Financial Conduct Authority (FCA), Financial Industry Regulatory Authority (FINRA), Securities and Exchange Commission (SEC), Commodity Futures Trading Commission (CFTC), National Futures Association (NFA), Investment Industry Regulatory Organization of Canada (IIROC), Monetary Authority of Singapore, Hong Kong Security and Futures Commission, and other similar governing bodies around the world.

### FEATURES

- ▶ Capture AT&T mobile voice, voicemail, SMS and MMS messaging in-network to ensure recording is secure, reliable and has no impact on user experience
- ▶ Archive and analyze recorded communications alongside media from landline calls, video, Skype and other mobile operators, while ensuring local authority and jurisdiction requirements are maintained
- ▶ Rapidly pin-point relevant conversations, by searching across metadata and media content
- ▶ Share media, including raw and transcribed audio, and reports with management, regulators and advisors
- ▶ Securely expose structured media, transcriptions and events to existing quality-assurance, agent-coaching, CRM or other applications

### BENEFITS

- ▶ Simplify operations by consolidating processes across offices and regions that would otherwise rely on local on-site recorders
- ▶ Free staff to work anywhere by bringing mobile recording into the scope of existing QA processes
- ▶ Reduce IT costs by replacing expensive and time-consuming deployments and upfront CAPEX with a simple pay-as-you-use cloud service
- ▶ Improve the effectiveness of QA monitoring by using advanced search and analytics tools
- ▶ Boost the productivity of analysts, by reducing the need for time-consuming manual processes
- ▶ Increase business flexibility and agility, and avoid vendor lock-in, by enabling media and events to be exposed to your applications of choice

# cognia UNIFIED COMMUNICATIONS ARCHIVE

## KEY FEATURES

### CAPTURE

Record conversations across multiple channels, operators and territories. The Cognia unified communications archive enables you to capture, and analyze all of your transmissions into one unique global platform.

**Mobile:** Cognia integrates with mobile operator networks to capture all incoming and outgoing calls, voicemail, SMS and MMS. **Landline:** Media from on-premise or hosted telephone systems, whether TDM or SIP, can be captured. Cognia integrates with over forty of the most popular telephone-system brands. **Video:** Cognia ensures it remains within your compliance, BI or service-assurance controls and processes. **Social:** Available feeds include Twitter, Facebook, Google+, Yammer, as well as blogs and message boards. **Email:** Microsoft Exchange and Gmail to be captured, searched and monitored alongside all other captured media, for eDiscovery and compliance.

### ARCHIVE

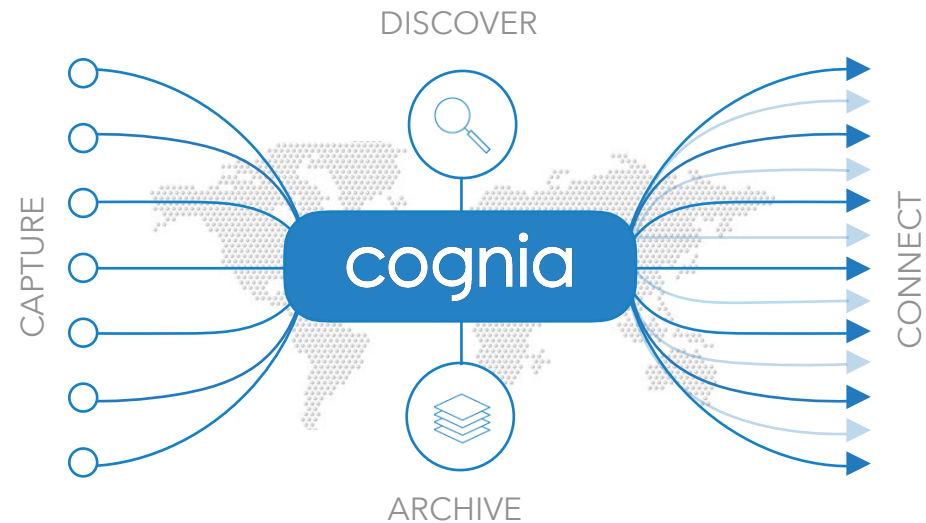
Manage media in line with policy controls set at any organizational level. Delegate administration, while maintaining global oversight; enforce security policies; and ensure local regulatory compliance.

Media can be stored in Europe, North and South America, and Asia, or pushed to customers' on-premise systems. Through easy-to-use policy controls, multiple locations can be set at any level – from region, to department to recorded user. This also applies to other functions such as storage retention, legal hold, media access, encryption.

### DISCOVER

Investigate events, monitor communications, and securely share the results with internal and external parties quickly and easily.

Search across voice and text-based conversations, filtering by dates, user, device, other party, direction, media type. Run ad-hoc and structured, multi-phrase



content searches across voice and text using built-in, multi-lingual phonetic and transcription engines. Monitor operations in near-real time using stored searches, application rules, automated tagging and alerts. Share media items quickly and easily with staff and third parties using timed links and multi-factor authentication, to maximize protection of sensitive data. Report on all captured events, including, for example, call chronology.

### CONNECT

Expose media, events, alerts, and transcribed media, to your business applications. Select from pre-built application plug-ins or integrate using the Cognia API. Enable selective access and use of applications using the platform's organizational and security policy controls.



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### ABOUT COGNIA

Cognia helps organizations address some of their most pressing compliance, service-assurance and productivity challenges. Used by businesses in sectors such as finance, energy, healthcare or retail, the Cognia cloud-based unified communications platform transforms the cost and ease of capturing, storing and analyzing mobile, landline and digital interactions. To learn more visit [cognia.com](http://cognia.com)