PRODUCT GUIDE

There has been a significant increase in the number of meetings, negotiations and proceedings taking place using conference calls. These are high value conversations on substantive issues where the subjects discussed have important ramifications.

The recording, storage and analysis of these calls is becoming increasingly important as people realize the value that lies in them from a commercial, compliance and regulatory point of view.

An anytime, anywhere, any device solution enables greater flexibility for business professionals to conduct these important conversations.

Key Benefits

SpeakServe's conference call service is the leading conferencing solution in the corporate market. The solution is designed to be used in organisations that are regulated under MAD and MiFID and MiFID II, as well as other professional organisations.

We are the first conference call provider to enable the user with a fully self-service analytics service for our call recordings. The fully time aligned, highly accurate transcript enables you to time stamp words, combined with a source URL, allowing the user to surface specific terms in all of the stored recordings.

You can also search any recorded conversation, or batch of conversations and pin point exactly where a particular word or phrase has been mentioned, saving huge amounts of time currently spent analysing transcripts manually. The recorded conversations can be filed and indexed with automatically generated topics.

Our secure archiving of recordings means we can meet any regulatory obligations our clients' have to retain files and provide protected retrieval rights for designated users who can download or stream recordings as required.

Key Features

Our easy to use, secure conference call service includes the following features:

- Secure Call Recording
- Immediate post-call download or streaming of sound file
- Comprehensive Voice Analytics
  - speech recognition
  - keyword analysis
  - keyword / phrase spotting
  - topic generation
  - emotion detection
- Digital transcription in close to real time
- Human transcription
- Ability to index calls for re-billing
- Permission based archiving and retrieval of files

How does SpeakServe Call Recording and Analytics work?

SpeakServe Conference Calls can be scheduled and managed via the online portal, available through any web browser. The Chairperson is able to activate a call recording either in-call by pressing *3 or by choosing to record at the time of scheduling on the Call Planner Portal. Each participant is played a message to let them know recording has begun in accordance with RIPA 2000.

Participants who join after the recording has started will also be informed that the call is being recorded. When your meeting ends, the Chairperson will receive an email with a web link to the call portal where you can download your recording.

Once in the portal, the recording can be accessed with the appropriate passcode and a security verification code. You then have the option to archive, code for re-billing purposes, download or stream the conversation onto your computer, transcribe and analyse.

How call recordings and analytics can be used?

- Make your conference calls available to participants who were not able to attend or who need to replay the meeting content as a reference point.
- The ability to record and analyse a call is pertinent for quality monitoring and training.
- Take the minutes of your calls accurately as soon as they have taken place or simply listen to the recording again to check accuracy of notes taken during the meeting.
- Once the conference call recording is completed you can easily create transcripts that are particularly useful for compliance and risk management purposes.
- Save money on manually searching transcripts by using the advanced voice analytics tools.

CALL RECORDINGS, VOICE ANALYTICS AND TRANSCRIPTIONS

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