



Compliance Recording Solution for Video Consultations

Highlights

- **Expertise**
Innovative software to record video consultations
- **Compliance**
Tamper-proof and MiFID II-compliant recording
- **Security**
Encryption of calls and management of complex user rights

Digital communication is on the rise, and at the same time the desire for personal contact is growing. Video consulting enables you to carry out a face-to-face communication online. An increasing number of industries offer their customers advice via video, including financial and insurance companies, and the travel and healthcare industry.

Compliance directives and legal regulations require tamper-proof documentation and archiving of all consultant calls. As of January 2018, the European directive MiFID II has been effective for the financial sector. The insurance industry is also guided by MiFID II requirements.

ASC's recording solution, *EVOIP_{neo}*, enables tamper-proof recording of video consultations to comply with legal regulations.

Compliance Recording Solution for Video Consultations

Omni-Channel Recording

ASC's *neo* recording suite captures, saves and archives multiple communication channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations. Since 1964, ASC has provided innovative recording systems to meet the most stringent demands.

MiFID II

The Markets in Financial Instruments Directive, MiFID II, aims to increase transparency of financial markets and protect investors. One section of MiFID II regulates the recording of consultant calls in securities trading. The legislation mandates comprehensive and tamper-proof recording and archiving of consultant calls for at least five years.

The insurance industry is also guided by this directive.

Compliance Recording of Video Consultations

ASC's recording platform EVOIP*neo* is an innovative solution to record video consultations. A specially developed connector integrates with the consultation platform in EVOIP*neo* to record and archive video consultations in a MiFID II-compliant manner.

Feature Overview

The recording of audio-, video- and text-based consultations, the encrypted archiving, the subsequent search and replay, and the processing of the data all occur with the help of the EVOIP*neo* recording platform. It can be automatically control whether and when a recording is initiated. Additional metadata can be tagged to the recorded conversation to facilitate subsequent search and replay.

Parallel Audio Recording via Phone and Screen

In certain cases the solution's video and collaboration functions are used while the audio is connected with the consultant's phone. During screen recording and simultaneous calls, the phone's audio signal is recorded together with the screen content of the consultant.

Meta data

Customer data associated with video consultations by an adviser can be captured via a CRM connection. Moreover, this data can be transferred through an interface with *neo* and tagged accordingly to facilitate subsequent search and replay.

Video Ident

In addition to traditional omni-channel functions such as collaboration, video and audio, many video consultation solutions also offer a dedicated module for a video ident procedure. This procedure can also be recorded via ASC's EVOIP*neo* solution.

Benefits

- Tamper-proof recording as mandated by MiFID II
- Easy configuration and administration
- Flexible extension with additional QM tools
- Tailored to specific bank and insurance solutions

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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We record & analyze communications

