EXPO·e
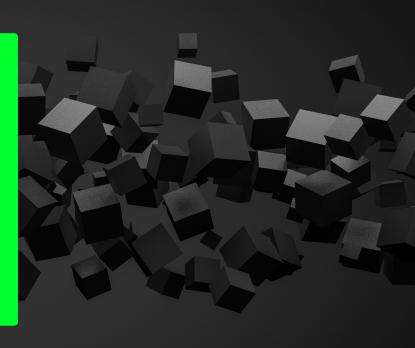
Compliance Recording

Centralised recording and analytics solution to streamline customers' compliance journeys and optimise service quality.

EXPO.e's Compliance Recording solution, powered by CallCabinet - addresses your customers' key areas of concern related to compliance, training, and quality monitoring purposes. Without a call recording solution, businesses are at risk of legal non-compliance, but this solution provides a single, fully centralised solution that allows organisations achieve and maintain full compliance with data collecting legislation, with no need to integrate and monitor multiple portals and platforms for different channels of communication. By supporting their ongoing compliance obligations, you will be able to establish yourself as a key technology partner, opening up numerous opportunities for future business.

CHALLENGES

- Optimising customer satisfaction, agent performance, and compliance with applicable regulations in an increasingly complex regulatory landscape.

- Streamlining workflows and supporting informed decision-making through intelligent automation.

- Reducing business risk by proactively identifying and resolving potential concerns.

- Establishing a clear picture of agents' performance and wellbeing.

- Migrating from legacy call recording platforms that are not suitable for the increasingly complex, interconnected nature of modern customer interactions.

BENEFITS

- Maintain full compliance with key regulations such as GDPR, HIPAA, and PCI DSS.

- Proactively mitigate the risk of regulatory violations, data breaches, and complaints.

- Ensure every interaction meets or exceeds predefined quality standards, helping build trust and brand loyalty.

- Optimise employee's engagement and performance, helping to attract and retain top talent.

- Enable true data-driven decision-making at all levels.

- Identify and resolve inefficiencies, bottlenecks, and areas for improvement in call handling processes, for tangible cost savings and improved productivity.

FEATURES

- Compliant Call Recording
- Detailed Interaction Analysis
- PCI DSS Redaction
- Legal Holds
- Automated Quality Assurance and Call Scoring
- Manual and Automated QA Integration
- Granular Search Features

- Secure Call Sharing
- Screen / video Recording
- Automated PCI DSS Redaction
- Speech-to-Text Transcription
- Multilingual Transcription
- Define Your Own Language
- Customisable Scorecard Phrase Editor

WHY EXPO.e?

EXPO.e is a trusted UC partner for organisations across some of the most highly regulated industries, with nine ISO accreditations. We combine this deep expertise with an evolving range of cutting-edge UC technologies, so we are perfectly placed to help you deliver the right solutions for your customers, and ensure they are fully tailored to their unique requirements, instantly positioning you as a key part of their ongoing business growth.