

# Verint Financial Compliance 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.

Businesses in the financial services industry must adhere to stringent government regulations, such as MiFID II, MAD/MAR, and the Dodd-Frank Act. These regulations stipulate that every interaction related to a trade — 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® Financial Compliance Capture Verification™ is a valuable automation solution for financial 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 Financial Compliance Capture Verification exposes issues within the client environment, enabling non-compliance remediation in a timely manner.

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# Verint Financial Compliance Capture Verification

## Ensure Flawless Operations Automatically

In financial services, capturing every call and interaction that is related to — or might potentially lead to — a trade is mandatory and heavily regulated. Since non-compliance with the applicable requirements 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 Capture Verification, businesses 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) 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's made.

## Maintain Proper Audio Quality to Stay Compliant

Capturing every call is critical but being compliant does not stop with recording conversations. If the quality of each captured spoken interaction is not suitable, it cannot be used for compliance purposes.

Verint Financial Compliance Capture Verification monitors call quality using the actual audio file, detecting issues with volume, crosstalk, and silence, and decoding errors and artifacts—such as beeps or clicks—that occur during the conversation. 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. This is further complicated by the fact that businesses often utilize multiple platforms. 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.

To address these challenges, Verint Financial Compliance 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.

## Part of Verint Customer Engagement Cloud Platform

Verint Experience Management is part of a patent-protected portfolio of cloud solutions for building enduring customer relationships. With a full set of solutions for digital-first engagement, Verint helps the world's most iconic brands efficiently connect work, data, and experiences to consistently deliver differentiated experiences at scale.



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## The Customer Engagement Company™

### Americas

info@verint.com

+1 770 754 1900

1-800-4VERINT

### Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

### Asia Pacific

info.apac@verint.com

+(852) 2797 5678



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