



AUTOMATIC REGULATORY COMPLIANCE THROUGH CALL RECORDING

It is becoming commonplace that many businesses are legally required to record voice calls to comply with regulation. This has been relatively easy to do using existing fixed line technology however it has shown to be more difficult when using mobile phones.

Case Study:

- A company must record all telephone calls to comply with regulation
- The company has a corporate PBX solution
- m-Call is installed on employee phones
- All mobile phone calls made from employees phone are automatically recorded without user intervention
- All recordings are made on the corporate PBX and not on the mobile phone
- Intelligent rules can allow recording:
 - At certain times of day
 - To certain phone numbers

With m-Call simply deployed to a mobile handset, call recording can be enabled for that mobile phone. Recording is done at the PBX so integrity is maintained if phone is lost, damaged or destroyed

Key Features

- m-Call is supported on a wide number of mobile phone platforms:
 - [Symbian / S60](#), [Blackberry](#), [iPhone](#), [Android](#), [Windows Mobile](#)
- As the m-Call application is device-independent it has the ability to deliver the same functionality on certain rugged devices or handheld computers:
 - [Motorola](#), [Intermec](#)
- m-Call has close integration with device user experience and no change in user behaviour is required
- m-Call is easy to deploy, application and settings sent over the air direct to the mobile handset
- Compatible with a range of office PBX systems including:
 - [Asterisk](#), [Avaya](#), [Mitel](#), [Broadsoft](#)

Key Benefits

- Voice call cost control
 - Significant reduction or elimination of costs of calls made within the office or at home
- Lower infrastructure costs
 - No middleware or separate server required
 - Desks phones are no longer needed
- Increased control on mobile usage
 - Companies can monitor and control mobile usage



m-Call Phone



Mobile Network



Recording On PBX



Other Participant(s)

This approach to call recording (when a mobile phone is involved) allows for recording if the mobile user is the initiator or received or the call