

Liquid Voice Recording Archive

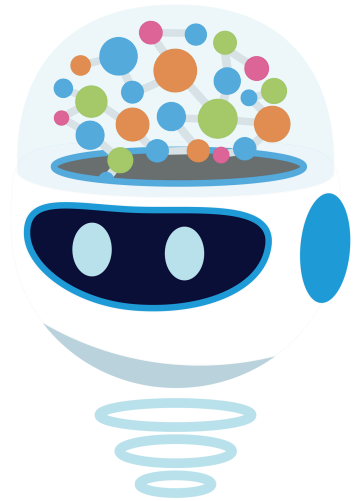
A single archive platform for past, present and future call recordings

OVERVIEW

The Liquid Voice Recording Archive offers a centralised, secure interface for searching and replaying call recordings from legacy and current telephony systems. It serves as a repository for recordings from decommissioned and also active call recording platforms, providing a unified user interface and compatibility across most recording types and locations. If imported data contains non-compliant information, such as credit card CVV numbers, the system can be used to redact sensitive data before storage.

WHO IS IT FOR?

The solution is ideal for any organisation legally required to retain call recordings for two years or longer. This includes most financial services organisations, healthcare providers, public safety and government departments. The retention period depends on the laws and regulations in each region, which can now be the lifetime of a product or customer for some financial services and healthcare sectors.



KEY FEATURES

- Import of legacy recordings from old recording platforms
- Continuous import of recordings from current telephony/contact centre platforms
- Single user interface
- Integrations to search and replay recordings from multiple recording systems
- In-built media player to view recordings and content in-platform
- Recordings can be kept indefinitely or as long as required
- Easy-to-use interface for searching and replaying recordings
- Enterprise-grade security
- Removal of toxic data before storage



Retire old systems

Old recording platforms and any dependent infrastructure can be decommissioned.



Unlimited retention

Recordings can be continuously imported into the system and retained for as long as required.



Cut maintenance costs

There is no longer a requirement to pay support or upgrade costs on infrastructure.



Quicker access to data

Subject to security controls, any recording can be accessed by any number of authorised users from any location within a few seconds.



Data consolidation

One single interface that can be used to access and replay recordings from any old or current system.



Supports compliance

Avoidance of fines from compliance breaches and faster processing of freedom of information requests.

WANT TO DISCUSS YOUR ARCHIVING CHALLENGE?

The power of the Liquid Voice system is second to none, and we pride ourselves on being able to simplify the complexity of call recording management and storage. Get in touch with us today!



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