Recordsure Capture
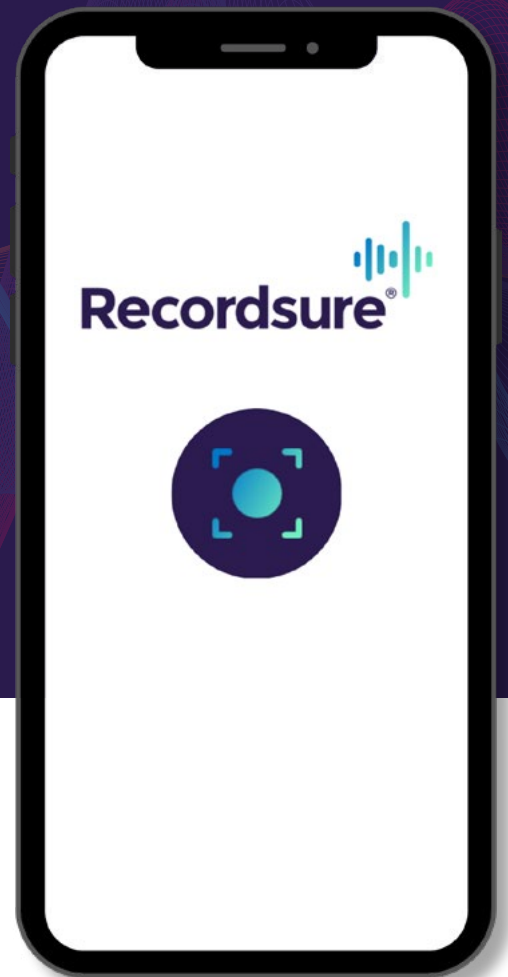## never miss a conversation

Do your advisers regularly meet with clients in-person or online?

It's an important way to communicate – but maintaining an accurate record of what was said and when can prove tricky. Without a record of these face-to-face or virtual meetings, it's nigh on impossible to gain full oversight and properly evidence what the customer and adviser discussed. An authoritative record of these conversations is important to show you are delivering good customer outcomes for the Consumer Duty, as well as evidence for any potential complaints.

But what's the solution? Recordsure Capture has got you covered - never miss a conversation again.

Recordsure Capture is a recording app for face-to-face and online conversations. Compatible with iOS, Windows and Android devices it is a secure, patented and tamper-proof app that allows reviewers to 'be in the room' every time and has been called a 'game-changing' solution.

Features

- High-quality, secure audio recording of face-to-face and online meetings

- Compatible with iOS, Windows and Android

- Comprehensive, configurable form system, with field and audio bookmarking to capture data during a conversation

- Record offline when no internet connection is available

- Patented, tamper-proof audio fragmentation and encryption system for upload of recordings

- Easy to search web-based portal for recording access, play back and review

- Supports enterprise SSO for user login and management

- PACE compliant if used in conjunction with Recordsure Advanced Microphones

- Optional post-conversation automated transcription and speech analytics through ConversationReviewAI

Benefits

- 100% of customer meetings captured and stored, creating reliable authoritative records

- Removes the need for live observations, leading to improved QA team utilisation and productivity

- Enhanced ability to evidence the consumer understanding and consumer support outcomes of the FCA's Consumer Duty

- Provides insight for training and competency

- Creates time and resource efficiencies through swift set-up, completion and upload

- Easily accessible and searchable recordings

- Optional post-conversation automated transcription removes the need for manual write-up of meeting notes, and leads to better customer engagement during meetings

- Optional post-conversation sophisticated speech analytics to increase QA team efficiency and effectiveness

- Trusted by tier 1 banks and central government

Capture belongs to a suite of innovative products created by Recordsure

Recordsure Capture seamlessly integrates with our ConversationReviewAI modules, Transcribe, Classify and Assure which can elevate post conversation assurance to another level

ConversationReviewAI suite
Multiple modules combine to make Recordsure's revolutionary solution

Face-to-face and online meetings and interviews recorded with **CAPTURE**

Telephone calls recorded by third party call recorders

PORTAL ConversationReviewAI's web-based portal for search, playback, review and storage of all recordings

TRANSCRIBE

Auto generate an accurate transcript to sit alongside your recordings.

Best-in-class transcription models with transcript word search capability.

Copy sections of the transcript to be pasted into letters/reports as evidence of what was said.

CLASSIFY

Gain a 50% time saving per review.

The only speech analytics product that visually organises conversations by theme.

Uses AI trained on use-case specific conversations by our in-house subject matter experts.

Helps find the important parts of conversations aligned to your review checklist.

ASSURE

AI scores conversations based on their level of process adherence and highlights the cases that need human review.

MI output can feed into central risk reporting.

Eliminates the need for random sampling as review teams are directed straight to high-risk calls – enabling an increase in effectiveness up to 100%.

ConversationReviewAI package options

Recordsure Capture

+

01 Transcribe

02 Transcribe **+** Classify

03 Transcribe **+** Classify **+** Assure

It's time to evolve **beyond random sampling** and **focus your reviewers' time** on the cases that truly need their expertise with a revolutionary, risk-based approach. ConversationReviewAI's highly trained, domain-specific AI neural networks are designed for in-depth reviews to bring **greater efficiency and effectiveness to your QA process.**

Ready to revolutionise how you capture and review your customer conversations?
Discover how Recordsure Capture and ConversationReviewAI can help your firm.

+44(020 3772 7272   info@recordsure.com   recordsure.com   Book a short intro call