



## Documentation Solution for Video Consultations

### Highlights

What you can expect.

- 1 Innovative recording solution for video consultations
- 2 Archiving of the entire consultation for compliance purposes
- 3 Manual or automated recording control
- 4 Inclusion of metadata to facilitate search-and-replay

### Secure Documentation

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The Markets in Financial Instruments Directive (MiFID II) must be fully complied with by January 2018. The guidelines mandate the recording, secure documentation and archiving of all communications by phone, video, e-mail, chat or in person. ASC helps you meet these legal specifications through an innovative and secure recording solution.

We record & analyze communications



# Compliance Recording of Video Consultations

## Your Benefits

- 1 MiFID II-compliant and secure solution
- 2 Omni-channel recording (voice, screen, video, chat and SMS)
- 3 Easy configuration and administration
- 4 Flexible extensions with additional tools for quality management
- 5 Connection to other bank-specific solutions

## About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore, Hong Kong and Dubai as well as a worldwide service network, ASC is a powerful global player in its industry.

## Documentation Solution for Video Consultations

ASC's recording platform, EVOIP<sup>neo</sup>, provides an innovative recording solution for video consultations. A specially developed connector integrates with the consultation platform in EVOIP<sup>neo</sup> to record and archive video consultations in a MiFID II-compliant manner. Furthermore, the recording solution can be used for threat-call documentation and for quality assurance analysis.

## Overview of the Solution Features

It can be automatically control whether and when a recording is initiated. Additional metadata can be tagged to the recorded conversation to facilitate subsequent search and replay. Moreover, the system may be configured to let an adviser regulate the recording manually and directly from the application.

The recording of audio-, video- and text-based consultations, the encrypted archiving, the subsequent search and replay, and the processing of the data all occur with the help of the EVOIP<sup>neo</sup> recording platform.

## Control of the Recording

A recording may be carried out only if the customer agrees. If automated requests for agreement occur within the video consultation solution, the customer's decision can be evaluated by the recording system.

Depending on the configuration, the recording can automatically start and stop, or manual control of the recording can be implemented during the integration process.

## Simultaneous recording of audio via phone and screen

In certain applications, the video and collaborative functions of the video consultation solution is established and the audio connection via the adviser's phone. With screen recording and simultaneous audio, the phone conversation is recorded together with screen activities.

## Metadata

Customer data associated with video consultations by an adviser can be captured via a CRM connection. Moreover, this data can be transferred through an interface with <sup>neo</sup> and tagged accordingly to facilitate subsequent search and replay.

## Video Ident

In addition to traditional omni-channel functions such as collaboration, video and audio, many video consultation solutions also offer a dedicated module for a video ident procedure. This procedure can also be recorded via ASC's EVOIP<sup>neo</sup> solution.

## Threat call documentation

ASC's video consultation recording solution may also be used to record threat calls. In addition to starting the recording automatically or manually, an adviser may select the button "Record threat call" at any time, and the interaction will be preserved from the beginning. Moreover, the transferred metadata incl. the caller's IP address can be stored for subsequent investigation.

## CONTACT.

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