



VOXrecord

Recording BlackBerry® Smartphones for risk management and future FSA requirements

Voxsmart's voice recording solution for BlackBerry® Smartphones:



- Proven solution in Financial Services
- Complies with FSA requirements
- Secure and cost-effective
- Easy to deploy, support and maintain
- Calls connect quickly
- Records incoming and outgoing calls
- Automatic or on demand recording
- Transparent that calls are recorded
- No other hardware needed

"Recording our telephone conversations on BlackBerry smartphones enables us to show to our staff, our clients and our regulators that we're meeting the high governance standards that we set for ourselves."

David Dudley, Operations Manager,
Thesis Asset Management

"With no new equipment to buy or additional call costs, Voxsmart's VoxRecord made recording our BlackBerry smart phones straightforward and also very inexpensive."

Chris Mann, Head of IT,
Canaccord Adams

To deploy VoxRecord you need:

- **Compatible BlackBerry® Smartphones**
7200 Series, 8100 Series, 8200 Series,
8800 Series, BlackBerry Curve, Bold, Flip,
Pearl and Tour.
- **BlackBerry Enterprise Server®** – (for compulsory recording only)
- **Voice recorder that can auto answer**

For more information on VoxRecord or to request a trial, please contact sales@voxsmart.com

FAQs

How does VoxRecord work?

VoxRecord connects the BlackBerry to the chosen call recorder on every call using mobile network conferencing. A second call is made automatically on every incoming and outgoing call to the DDI of the designated call recorder to facilitate recording.

No recording takes place on the BlackBerry itself, instead it is made in real time on the call recorder with the same metadata as for landline recordings. VoxRecord offers two different options:

VoxRecord Compliance for automatic recording only.
VoxRecord Professional for user-controlled, on demand recording.

Is there any need for user training or support needed?
No. Users make and receive calls as normal.

Can users bypass recording?

No. When VoxRecord Compliance is deployed with a BlackBerry Enterprise Server (BES), users are not able to make a mobile call unless it is recorded. In addition, VoxRecord automatically generates a number of risk alerts to enable administrators to monitor and control recorded users.

How is VoxRecord deployed?

A BES push, or by connecting the mobile to a PC to load files, or as an over the air download.

Which voice recorders can be integrated?

Any active recorder can be integrated with VoxRecord.

Is VoxRecord mobile carrier specific?

Yes. In the UK VoxRecord is compatible with Orange O2, Vodafone, 3 and BT Mobile.

Are there any hidden charges?

No. The only Voxsmart charges are a monthly per user Licence Fee. The second mobile call to the recorder is to a landline number, which is usually included free in your mobile contract costs.

What is the user experience for VoxRecord Compliance?

Users make and receive calls as normal. As the call connects, the screen goes blank momentarily, whilst the second call to the recorder is set up and then a Voxsmart splash screen will appear and the conversation can start.

Is there an announcement before the call starts?

No. If you want an announcement this can be set up on your voice recorder. On the managed service, customised announcements are available.

How are calls stored and retrieved?

VoxRecord effectively makes BlackBerry smartphones additional extensions to your landline voice recorder. Calls are recorded in real time, stored with the same metadata and accessed by the same interfaces as recordings of landline calls.

What if I do not have a landline recorder?

Voxsmart partners with a number of third party call recording platform providers to provide a hosted solution for VoxRecord. Please contact **Voxsmart** for more details.

Is there an FSA requirement to record mobiles?

In March 2010 the FSA published a Consultation Paper CP10/7 'Taping: Removing the mobile phone exemption'.

This document proposes that the current exemption on recording mobiles be removed and that for regulatory purposes, mobiles be treated in the same way as the existing rules for recording landline phones.

From March 2009 the Financial Services Authority's (FSA) Conduct of Business Sourcebook (COBS) section 11.8 requires firms to record all 'relevant' telephone conversations. Any conversation on a firm's fixed line, phone relating to taking client orders and leading to a conclusion of a trade in the equity, bond and financial commodity and derivatives markets must be recorded. This regulation affects investment banks, stockbrokers, inter broker dealers, futures and options traders, hedge fund managers, fund managers etc. The recordings must be retained for at least 6 months, not be tampered with and be available if needed to the FSA. The FSA wants to have records of telephone calls to provide contemporaneous evidence in disciplinary cases, and to prevent and deter market abuse and insider trading. A further FSA announcement is expected in July 2010.

How much does VoxRecord cost?

Voxsmart charges a monthly licence fee per user for VoxRecord Compliance and VoxRecord Professional which includes remote email and telephone support during office hours and any future software upgrades free of charge. Pricing for CPE or hosted recording is available on request.

Who is Voxsmart?

Voxsmart is a UK based company founded in 2006. We are an ISV BlackBerry Alliance Select Member and Orange Partner. Voxsmart is the leading provider of voice recording applications for BlackBerry smartphones. Voxsmart's value propositions are built around ease of use, protection, savings, regulatory compliance and productivity gains.

Other Voxsmart smartphone applications include:

VoxTalk - Ad hoc, outbound-only recording that saves over 50% on overseas calls. Also offers a cost-effective alternative on conference calls.

VoxDictate - Digital dictation for remote users, with an optional transcription service.

VoxLog - Call accounting for monitoring mobile usage and spend.

How do I contact Voxsmart to arrange a trial?

Please contact our sales team on **0844 555 1001** or email us at sales@voxsmart.com

Voxsmart Limited T +44 (0) 844 555 1001
Westwood Park F +44 (0) 1206 273400
London Road
Colchester E sales@voxsmart.com
Essex CO6 4BS www.voxsmart.com
United Kingdom



For more information on VoxRecord or to request a trial, please contact sales@voxsmart.com