

clarify[®]

For SIP Trunks

Call recording for compliance,
quality and risk management



clarify for SIP Trunks

Compliance Performance Archiving Quality Training

Never miss a word.

Clarify is the easiest way to start
recording your calls.





Complete, cost-effective call recording

Clarify is an affordable way to capture every call coming in and out of your organization, so you never miss a word.

Each conversation is securely encrypted and stored for monitoring, training and record-keeping, driving better performance and mitigating business risk.

Designed for traditional telephony, Clarify can be integrated with CRMs and payment processing software. You can also deploy it in hybrid environments alongside Clarify for Microsoft Teams, providing you with a single portal to view all your interactions across both systems.

From secure file-sharing and custom recording rules to performance assessment and speech analytics, Clarify is here to improve the way you work.

What do you need from your call recorder?

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To improve performance... Monitor and support your team to help them perform at their very best.	5
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Best-in-class integration, minimum hassle... Delivering all the capabilities you need including compatibility with Microsoft Teams.	7



Support compliance

 **Compliance features are there to protect you and your customers.**
Clarify makes sure you play by the rules.

Clarify is designed to capture everything you need and nothing you shouldn't, helping you to meet major compliance regulations and retain full control over the storage, access and use of recordings.

From 256-bit AES encryption to the ability to store your calls where you want to, Clarify helps keep compliance simple.

Financial Conduct Authority (FCA)

Many FinServ companies are implicated in FCA regulations. These require conversations to be securely encrypted and stored.

With Clarify, you can:

- ✓ Record all incoming and outgoing calls*
- ✓ Store recordings as long as necessary
- ✓ Store recordings in an encrypted tamperproof format
- ✓ Search and retrieve calls whenever you need them

GDPR

GDPR gives customers the right to request that calls are deleted or not recorded in future. Businesses must comply unless they need the recording to provide services to the customer.

With Clarify, you can:

- ✓ Capture verbal consent to provide services
- ✓ Grant user permission to delete recordings
- ✓ Control which calls are recorded by setting recording rules
- ✓ View all GDPR related activity for auditing

Payment Card Industry Data Security Standard (PCI DSS)

PCI DSS was set up by major credit card providers to reduce fraud. It requires businesses to make sure that sensitive card details are not captured by call recorders.

With Clarify, you can:

- ✓ Automatically pause recordings during payments using payment field detection
- ✓ Apply automated pause/resume with either app or browser payment solutions
- ✓ Tag recordings where card payments are taken
- ✓ Add speech analytics to check adherence to best practice

Healthcare confidentiality (HIPAA, CMS)

US healthcare regulations aim to safeguard Protected Healthcare Information (PHI) to prevent fraud and preserve patient confidentiality.

With Clarify, you can:

- ✓ Encrypt recordings to prevent tampering
- ✓ Control who can access, change or delete recordings
- ✓ Report on HIPAA related activity
- ✓ Store recordings in an encrypted format for as long as necessary

* Please note that trunk-side recording cannot record internal calls as required by MiFID II and Dodd-Frank.

Improve performance

Call recordings are a gold mine of business intelligence. Clarify ensures you get the most from them.

Choose from a raft of assessment and training tools, from creating best practice playlists to integrated speech analytics that scan for key words and sentiment. Clarify performance modules are all about informing service and improving the customer experience.

Call playback

Encourage staff to review conversations to check details and reduce the likelihood of errors. Get it right for the customer first time and pick up on the little details that make your service really shine.

Quality measurement (QM)

Quality measurement is designed to simplify performance evaluation with a suite of management tools. Create playlists to assess call handling skills, identify knowledge gaps and chart employee progress. Great for checking script adherence and upselling opportunities, you can also set customer care goals.

AI Speech analytics

Add AI speech analytics from one of our partners for further insights into customer behavior. Uncover trending topics, key words and emotions through the automated analysis of transcripts. Use findings to feed back into business decisions, customer service and sales techniques.



Protect reputation

In an online world, reputation can make or break a brand.
Clarify looks after you and your customers.

Recording your calls helps protect your business from fraud, misconduct and abuse. It provides proof of what was said and who said it, so you can resolve disputes before they escalate. Even informing your customers that calls are recorded can go a long way to deterring fraudsters.

Prevent mistakes

Mistakes make you look bad and can be costly. Just like an email, a voice recording lets you review details after a call, so you can get it right for the customer first time.

Identify common issues

Clarify tags can be customized to improve filtering of recordings. If there's a common or trending concern in the contact center, you can quickly collate a list of calls as evidence and act to remedy the situation.

Capture consent

Contracts require the consent of both parties to be binding. Recording verbal consent over the phone is an easy way to do this without the hassle of paper or email documents.

Resolve disputes

Clarify provides evidence of who said what over the phone, including agreements and advice. You can even listen to each part of the dialogue in turn for clarification.

Should a dispute arise, you have objective evidence to clear matters up quickly and amicably. Should it escalate to court level, tamperproof encrypted recordings are acceptable legal evidence.



Your recording, delivered your way

- Clarify delivers advanced call recording for onsite and hosted solutions.
- Suitable for single-site, multi-site and virtual deployment.

Affordable recording

Since Clarify records calls on the trunk side rather than extension side of your phone system, you can save a considerable amount of money however many users you have. Add more as your business grows and, until you add a new phone line, you won't pay a penny more.

Your choice of storage

Clarify recordings can be stored wherever suits you best. Opt for your own data center for full data sovereignty or cloud storage to reduce the pressure on infrastructure and maintenance in-house. Advanced database technology makes it easy to search and quick to find recordings when you need them.

Tailored support

We work hand in hand with your telephony provider to ensure your compliance recording needs are met. All Clarify installations are done remotely, and training provided to give your staff complete confidence.

We offer a choice of support plans to suit your business needs, from online videos to helpdesk troubleshooting to 24/7 critical cover.

High availability

For business-critical deployments, Clarify's inbuilt resilience keeps everything running smoothly. Add active health monitoring to have Oak's Network Operations Center identify and address any system issues and maximize availability.

Business integrations

For improved workflow, Clarify can be integrated with most third-party software, including CRMs, websites, and payment processing systems. Oak can create these links for you, or your ISV can embed functionality into their applications using our API.

Hybrid solutions: Add Microsoft Teams

If you use Microsoft Teams alongside your traditional phone system, then we can help you capture these calls and meetings as well, providing access to all your recordings via a single portal for a complete picture of call activity.



Oak Innovation: Supporting organizations across the globe since 1986

Oak are market leaders in the capture and processing of communications for compliance and training. We bring 35 + years of experience to the Unified Communications space, with our recording and archiving solutions designed for PBX platforms and Microsoft Teams.

We work with both reseller vendors and customers who need to record their calls to satisfy compliance, improve performance and ensure best practice. Where native recording options often fall short, we make sure you tick all the boxes.

For more information, visit our website, speak to one of our approved reseller partners, or contact our experienced Sales Team today.



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capture • communicate • comply

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