

# Verint Financial Compliance Capture for Zoom



## Now You Can:

- Capture and archive voice, video, screen sharing, and other types of interaction from Zoom Meetings and Zoom Phone — with an integrated, high-availability recording solution.
- Facilitate compliance with record-keeping, data governance, and monitoring policies under MiFID II, Dodd-Frank, MAR, GDPR, HIPAA, and more to avoid fines and penalties.
- Record, manage, label, search, replay, analyze, and easily export your configured users' interaction streams that need to be retained due to internal policies or external regulations.
- Benefit from flexible deployment options and enjoy the recording solution in the cloud, on premises, or as a hybrid solution.

The COVID-19 pandemic has accelerated the expansion of hybrid working models. Unified communication (UC) and collaboration tools — such as Zoom — play an essential part in enabling your employees and clients to interact with each other quickly and effortlessly. At the same time, increasing regulatory demand for recordkeeping, monitoring, and secure data governance across these channels may be forcing your organization to balance business productivity and regulatory compliance.

Verint® Financial Compliance Capture™ for Zoom is an integrated, secure, risk-based compliance recording solution for capturing, storing, retrieving, and analyzing Zoom meetings and Zoom Phone interactions. It can help heavily regulated organizations, such as banks, investment firms, healthcare institutions, and government agencies manage the complexities of regulatory compliance across the communication modes used in UC tools.

Designed with common challenges of compliance, IT, audit, and surveillance teams in mind, Verint Financial Compliance Capture for Zoom provides a user-friendly interface and automated features to help:

- Accelerate call search, playback, sampling, and monitoring.
- Make call categorization, data retention, and creation of auditable datasets faster and easier.
- Facilitate investigations, records analysis, and data lifecycle and case management.

By leveraging the above capabilities of the solutions, organizations can better comply with stringent regulations such as MiFID II, Dodd-Frank, MAR, GDPR and HIPAA.

# VERINT®

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## Enable Compliant Zoom Communications

Verint Financial Compliance Capture for Zoom is based on open APIs, so it can seamlessly integrate with your existing infrastructure. Deployed in the cloud, on premises, or as a hybrid solution, it can centrally capture Zoom Meetings and Zoom Phone interactions for monitoring, recordkeeping, and reporting purposes. The solution offers a broad range of capabilities, including:

- **Multimodal Compliance Recording** — Captures and stores interaction records across voice, video, and screen and application sharing modalities within Zoom Meetings and Zoom Phone.
- **Easy Usability** — Archives records in a single, easily navigable repository for instant search and playback.
- **Risk-Based Recording** — Supports Call Detail Record (CDR) reconciliation with Zoom call and meeting logs to identify not recorded or archived calls.
- **Data Intelligence** — Provides real-time, customizable dashboards and reporting to give a “single-pane-of-glass” view of your compliance infrastructure.
- **Data Integrity** — Helps ensure data protection and integrity with encryption and robust security mechanisms.

## Simplify Compliance Recording Deployment and Maintenance

Verint Financial Compliance Capture for Zoom offers a single point of administration and a centralized overview of your deployment, helping you tackle the complexity posed by multiple proprietary systems while reducing the effort and cost associated with ongoing maintenance. It can help your business reduce the hardware footprint, technical infrastructure, IT workload, and operating costs associated with compliance recording and data management. Deployed as a hosted cloud-based or multi-tenant offering for end-users and UC service providers, the solution offers lower provisioning costs, easy maintenance, and resource efficiency. Recording resiliency and high availability options enable recording to continue in the event of a server failure.

## Part of the Verint Customer Engagement Platform

Verint Financial Compliance Capture for Zoom is part of a patent-protected portfolio of solutions for building enduring customer relationships. With a full set of solutions for digital-first engagement, Verint helps the world's most iconic brands efficiently connect work, data, and experiences to consistently deliver differentiated experiences at scale.



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## The Customer Engagement Company™

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