



# VoxSmart Mobile Capture

## At-A-Glance

VoxSmart Mobile Capture is a robust mobile surveillance tool developed to capture and store all mobile communication including calls, voicemails, SMS and instant messages, using one globally distributed platform.

### Benefits:

- The only native and always-on solution on the market
- Compliant and consistent across your global, hybrid workforce
- Quick user on-boarding and set-up
- Record-retention to fit your regulatory requirements

**“ We capture 10 WhatsApp messages per second of which, 90% are from desktop devices ”**

## Record all mobile conversations, anywhere, anytime.

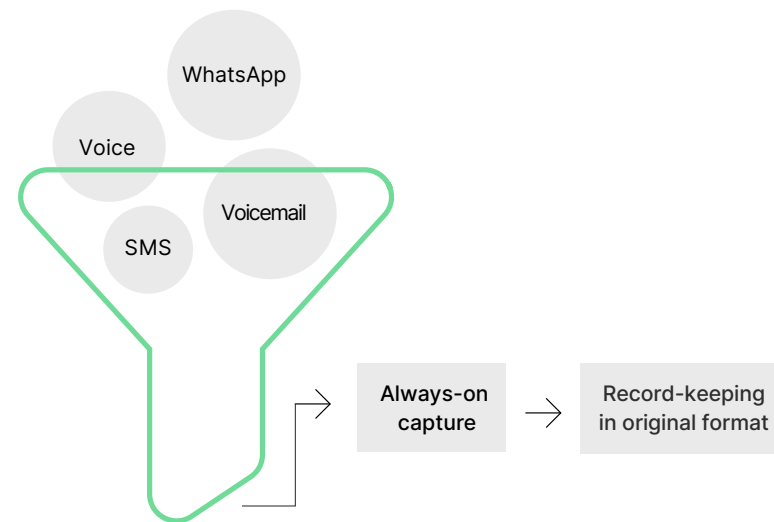
With rapid evolution in the way we communicate, compliance professionals are struggling to monitor how employees are communicating with their clients, exposing surveillance blackspots.

Enabling mobile conversation across any channel will not only help you better manage your business risk but also lay the foundation for more efficient client communication and customer service on your client's channel of choice.

## How does Mobile Capture work?

VoxSmart Mobile Capture is an app that is downloaded onto your corporate mobile phone via an official app store or a mobile device management platform. Calls and messages are recorded in real time and stored in the cloud (AWS as standard). All files are kept in their original formats and you can adjust the retention period to meet global record-keeping requirements.

To capture instant messenger applications such as WhatsApp, you scan a QR code from your mobile phone or desktop to link your account with our capture solution. Once activated it runs independently from the native application without interrupting its normal use. All messages are easily accessed, reviewed and exported using the VoxSmart Admin Portal.



## Channels we capture

Mobile Voice	Android	iOs
Recording method	Embedded app which cannot be removed or circumvented. Suitable for Corporate-owned mobile devices (COBO)	An app you use when recording is required. Supports corporate owned personally enabled device (COPE) and personal owned devices (BYOD)
Mobile calls	✓	✓
SMS	✓	✗
Vocemails	✓	✓
Use of native dialer	✓	✗
VoLTE & WiFi calling	✓	✓

WhatsApp	Android	iOs
Recording method	VoxSmart connects to the users account, rather than the mobile device. Supports the use of native application.	
Messages (1-2-1, Group)	✓	✓
Emojis	✓	✓
Media (voice notes, images, attachments)	✓	✓
Deleted or disappearing messages	✓	✓
Use of native App	✓	✓
Calls	Blocked	✗

## Trust the original solution for combined Mobile Voice Recording and WhatsApp Capture



### Native apps and dialers to reduce non-compliance

Our technology is designed to enable native mobile use, without any interruption to user experience. This removes typical challenges to non-compliance such as the need to open third-party applications or a ban-by-policy approach.



### Always-on capture for compliance around the clock

Our product cannot be tampered with or removed from the device, which ensures complete compliance and control. You can monitor call volume and attempts to bypass the technology, as well as block non-compliant features such as WhatsApp calls.



### Global coverage for your evolving workforce

Our voice recording technology can be used in over 20 countries and is compatible with hybrid or travelling employees that require mobile recording coverage on multiple networks and communication channels.

## Want to see how it works?

Discover how VoxSmart Mobile Capture can help enable a compliant hybrid workforce for your firm.

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