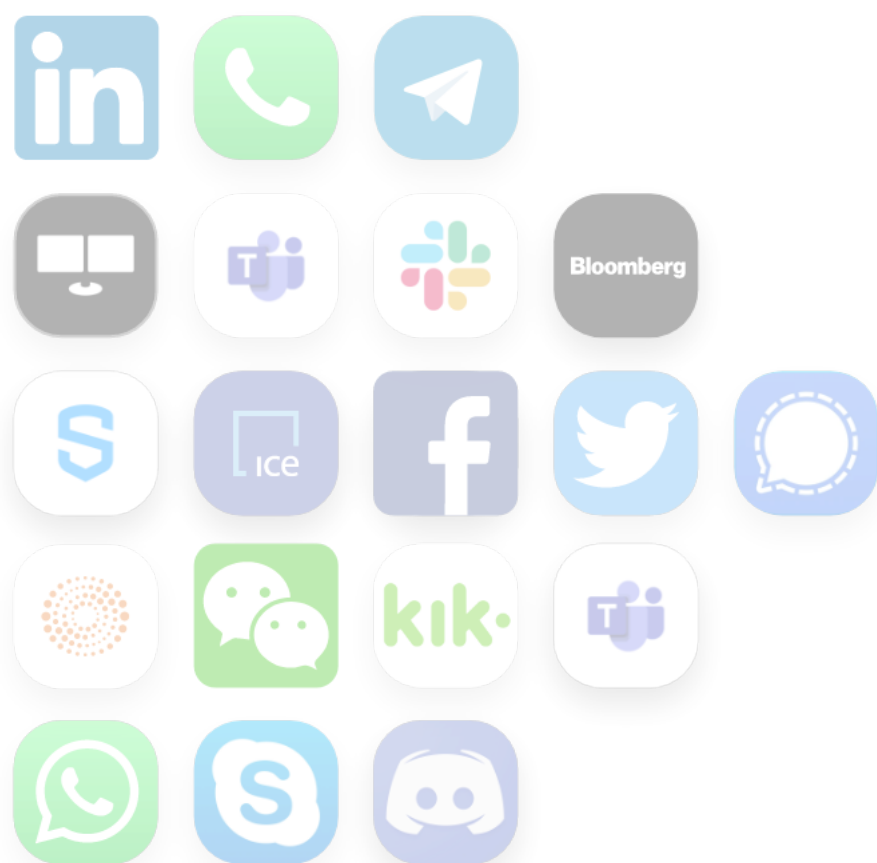
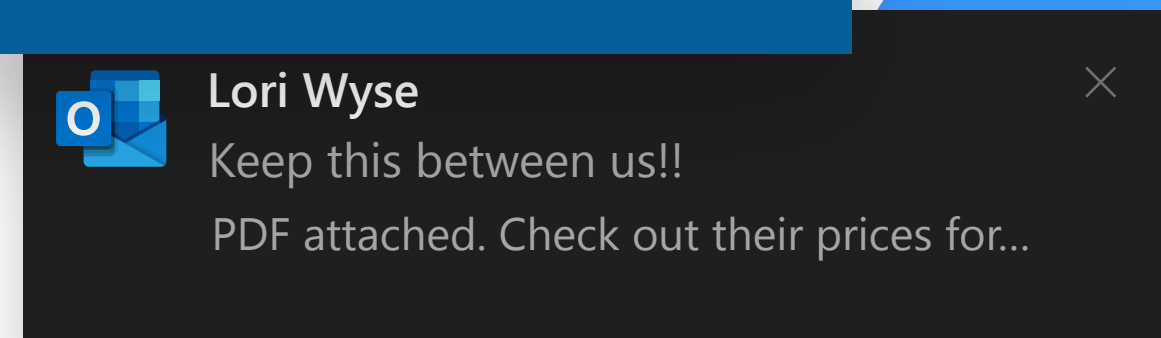
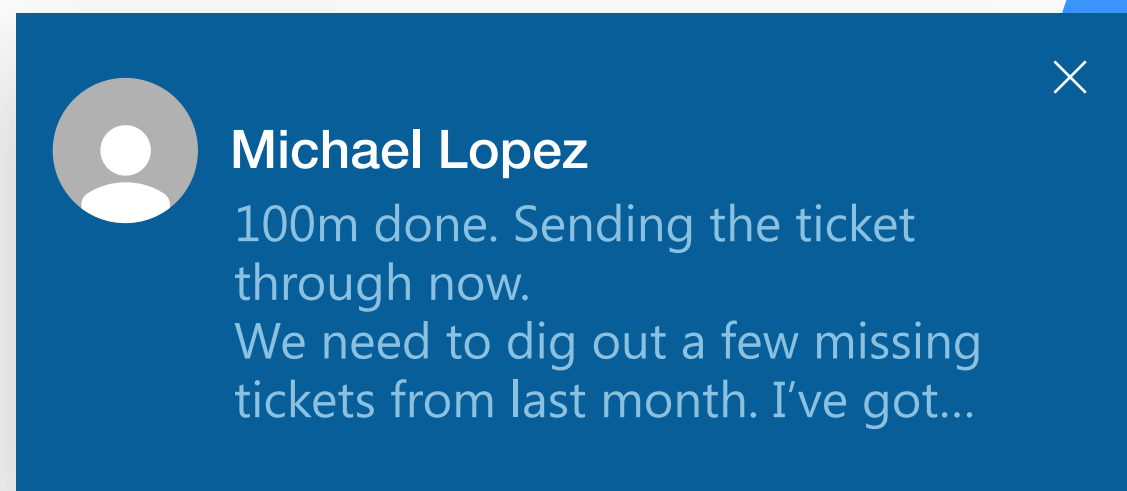




Communication Surveillance

Powerful technology providing **seamless end-to-end surveillance** of entire financial negotiations **across all channels**, electronic and voice.



Why you need it?

Employees do business on a wide variety of communication channels. Monitoring phone calls, emails or instant message chats in separate surveillance systems no longer makes sense for today's multichannel working environments. With VoxSmart, you can supervise all voice and electronic communications in a single platform, addressing compliance blind spots and transforming your conduct monitoring. Our proprietary AI-powered technology processes data to detect signs of misconduct **quicker and more accurately than anything else on the market.**



Achieve visibility across more channels

We can connect to and analyse all types of electronic and voice communication used by regulated organisations. This includes mobile, fixed-line, IM chats, audio attachments, video conferencing tools, WhatsApp and SMS.



Refine your reviewing process

Audio is compressed to reduce IT and server load, and communications broken down into manageable chunks for faster processing and more accurate analysis. Our unique approach to data processing dramatically reduces false positives.



Make your conduct surveillance smarter

Our technology is trained and enhanced by AI to understand financial terminology and conversational context. This triggers accurate automated alerts based on pre-programmed policies or ones your design.

What you'll love about it.

VoxSmart Communications Surveillance boosts the efficiency of your compliance teams by automating the reviewing process and making it much easier to keep track of an entire financial negotiation.

Our multilingual transcription capabilities are second to none; we have developed linguistic models for the most common trading languages with over 80% accuracy, which are continually being refined. We have capacity for up to 80 languages to be ingested into our system.

Importantly, our technology is designed to evolve with your compliance strategy and adapt according to your business requirements.

There's no need to jump between systems.

VoxSmart Communications Surveillance eliminates duplicate workloads, policies and alerts, and allows you to keep track of multichannel conversations in a single system.

Benefit from global accuracy increases.

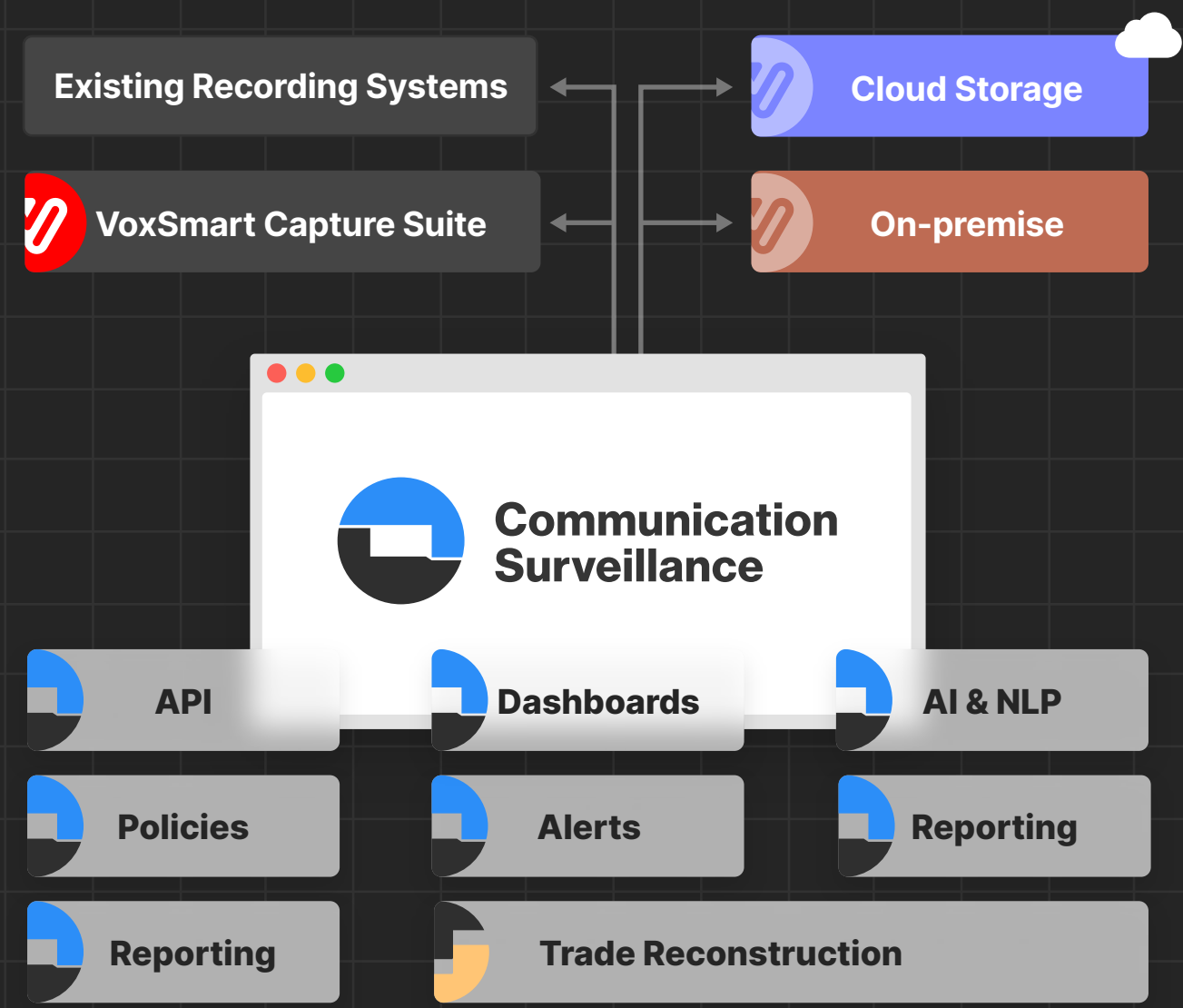
Clients who contribute voice and electronic communications data to our corpus will benefit from accuracy increases across the board, as many of our clients are already testament to.

You get to embrace new comms channels.

Empower your employees to communicate with their clients on whichever platform they need to, thanks to VoxSmart's end-to-end surveillance of popular and emerging channels.

How it works.

We capture or connect to your existing recording systems for voice and electronic communications, whether standard or tailor-made. Our unique processing pipeline converts your unstructured data into clean and usable information. We then aggregate and interpret this information using industry-leading voice transcription based on 100+ years of financial sector knowledge. Advanced searching allows you to identify very specific patterns of behaviour and build policies to track employee conduct, while comprehensive alerts management makes it easier for you to investigate and escalate true positives.



Intelligent processing

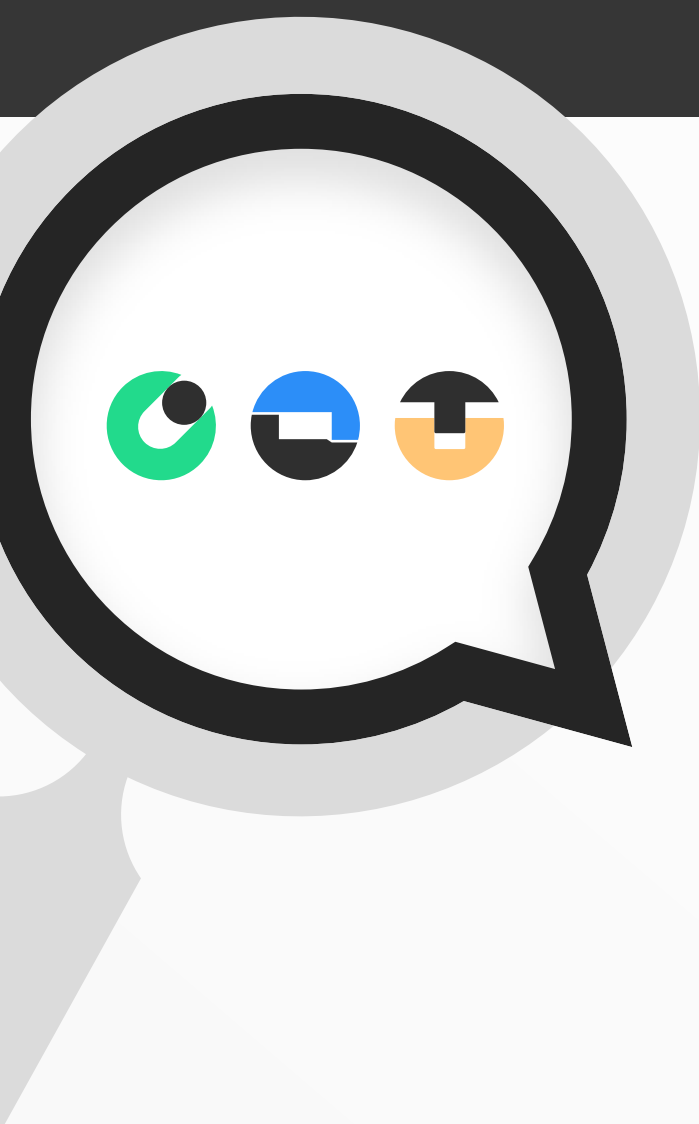
We tune our technology using Natural Language Processing (NLP) to deliver up to 90% accuracy. We do this by understanding financial jargon, communication type and context, and client-specific terminology and scenarios.

User-friendly workflows

Our easy-to-use interface and customisable dashboards and reports allow you to confirm and escalate true positives quicker. You can create policies using our 7-step policy builder or with pre-built templates that we provide.

Flexible deployment

The system can be deployed on-premise or in the cloud, whatever you prefer. We can ingest all types of structured and unstructured data; to date we have never found a data source we could not ingest.



The smarter way to supervise your communications.

Visit voxsmart.com to learn more.



Communication Surveillance | Mobile Capture | Trade Reconstruction

VoxSmart offers innovative and multi-award-winning communications surveillance technology, designed and built by experts in finance, regulation and business analytics. Our technology captures your employee communications, wherever they are working, and turns this unorganised data into useful information about your business conduct, helping you drive operational efficiencies and enable smarter business decisions. VoxSmart is fast becoming the global communications surveillance supplier of choice for tier-one banks and financial institutions.

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[Book a demo now](#)