

# Eckoh<sup>®</sup> Secure call recording

Eckoh **secure call recording** enables organisations to record calls end to end while automatically preventing sensitive data from ever being stored.

All while helping improve **operational efficiency, customer experience, security** and **compliance**.

## Challenges

Call recording introduces significant operational and compliance challenges when sensitive data is captured.

Traditional approaches such as pause-and-resume or partial recording typically create a **worse customer experience** and have a **higher error rate**.

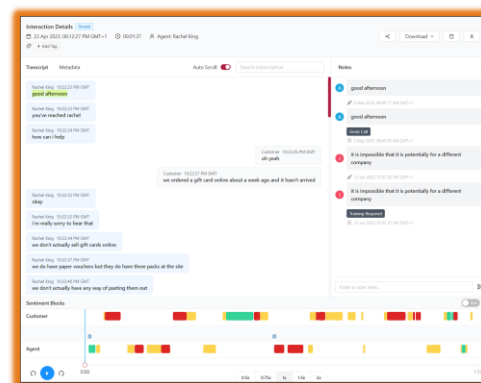
The burden of **data security and compliance**, most notably PCI DSS, is ever-increasing. This is especially relevant for organisations recording a high volume of calls, as these become one of the largest and least controlled repositories of sensitive data.

**60%** of data breaches involve personal data, payment data, or credentials.

**45%** of organisations struggle to maintain **regulatory compliance** in their contact centers.

## Solution

Eckoh automatically masks sensitive data from recordings and transcripts. AI-powered analytics provide actionable insight into your recordings to support a more data-driven contact centre.



## Help your business improve...



**Customer experience.** Customers can share information naturally, without awkward pauses, call transfers, or scripted work-arounds. Ease of use allows agents to be more engaged with the customer. This creates smoother engagements and **improves customer confidence and trust**.



**Operational efficiency.** Save time and resources with automation. AI-powered analytics provide actionable insight while saving thousands of hours of listening back to conversations. This insight supports data-driven decision-making, helping to improve contact centre processes and performance.



**Security and compliance.** Automatically mask sensitive payment and personal data in real time. This can help reduce the burden, cost and resources required for compliance with regulations like **PCI DSS**. All while helping **reduce the risk of fraud**.

## How does it work?

### On the call



Automatic recording doesn't impact existing agent workflows.



Configure what you record based on business need and risk appetite. Record all calls, a percentage of total call volume, or specific teams or groups.



Automatically **mask sensitive data** from recordings and transcripts, ensuring security, compliance, and customer trust.

### In the platform



A single view of all recordings from across your contact centre environment.

Explore and manage recordings; add notes and tags; and fulfil customer data requests.



**AI-powered analytics** provide **actionable insight**, supporting data-driven decision-making to improve process and performance.



**Advanced search** and **auto-tagging** allow you to quickly find relevant information by highlighting key words or phrases.

Many regulations, most notably PCI DSS and GDPR, are strict on storing sensitive customer data. Automated data masking in recordings helps to protect you from regulatory repercussions and your customers from fraud.

## Why Eckoh?

We've been pioneering transformational contact centre technology for decades. Over 200 enterprises across the world trust us with billions of pounds in transactions every year.

Eckoh specialises in quick and efficient deployment to complex environments. The solution is tailored to your unique business processes, supporting both modern platform integrations and legacy internal systems.

The Eckoh platform provides additional value beyond secure call recording, with observability solutions such as the 'virtual floor', that provides unique visibility into calls in progress across both human and AI agents.



The Eckoh platform was built from the ground up to meet the highest levels of security and compliance, in accordance with the highest industry standards.



Find out more at <https://www.eckoh.com/>