

# Digital interview recording

**Product name: ConversationReviewAI**

Recordsure

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# Digital interview recording solution to record, evidence and analyse conversation and interviews

A digital interview recording solution compliant with the PACE Act as a Secure Digital Network Solution. High quality, secure recording with capabilities for automated transcription and sophisticated speech analytics. Also integrated with Recordsure's document analytics and AI to provide a multi-media capability, incorporating documents alongside audio recordings.

## Features

- High quality, secure audio recording of face-to-face and remote interviews
- PACE compliant when used in conjunction with Recordsure advanced microphones
- Patented audio fragmentation and encryption system for upload of recordings
- Secure Digital Network operation as defined by PACE codes E&F
- Offline capture available where internet signal is poor/ non-existent, with automated upload when signal improves.
- Digital form for questionnaire completion during interviews
- Ability to create and edit digital questionnaires for interviews
- Easy to search web-based portal for record access and review
- Optional automated transcription, customised for greater accuracy
- Optional post-conversation speech analytics to identify themes and process risks
- Conforms to BS 10008 for Legal Admissibility of Electronic Information

## Benefits

- 100% of interviews captured and stored, creating reliable, authoritative records
- Removes the need for legacy PACE CD/tape recorders
- Risk of recordings failing/ corrupting due to poor/ inconsistent internet signal mitigated completely.
- Faster and more efficient interview setup and completion
- Removes need for manual write-up and storage, generating cost savings
- All interviews quickly and easily accessible for review and download
- Easy to search, irrefutable audit trail for all calls/conversations
- Accurate, customised transcription that can match human performance
- Identification of process risks and trends via sophisticated speech analytics
- Trusted by the Home Office for interview recording

## **Recordsure Capture product makes sure you never miss a conversation**

Capture has been labelled a game changing solution and it's been carefully designed for government needs. We are an approved Crown Commercial Services Supplier.

### **3.1 Digital recording of in-person or remote interview**

- Maintain an accurate record of what was said and when in your face-to-face or virtual interviews
- Replace manual and out-of-date PACE CD and tape recorders
- Capture is an easy to use recording app which creates an authoritative record of your interviews and meetings

### **3.2 Easily record in a range of environments – no internet connection needed**

- Recordsure Capture is a recording app which is compatible with iOS, Window and Android devices – with an optional USB portable microphone available.
- This patented, tamper-proof technology is trusted by UK Government and tier 1 banks.

### **3.3 Revolutionising interviews recording**

- Evolve beyond outdated methods of recording your interviews with digital solution.
- Gain peace of mind by using secure, tamper-proof technology that is compliant with the PACE Act.
- Reduce your average interview or meeting time with more efficient set-up and completion.

## **Recordsure Capture is a part of ConversationReviewAI suite**

We offer innovative add-on modules for superior evidencing, reviews and resource efficiencies.

### **1.1 Recording input**

To record information you can use either Recordsure Capture or another telephone call recording solution.

#### **4.1.1 Capture**

Face-to-face and online meetings and interviews recording

#### **4.1.2 Telephone recording**

Telephone calls recorded by third party call recorders

### **1.2 Recordsure portal**

ConversationReviewAI's web-based portal for search, playback, review and storage of all recordings.

### **1.3 ConversationReviewAI modules**

#### **4.1.3 Transcribe**

Auto generate an accurate transcript to sit alongside your recordings. Best-in-class transcription models with transcript word search capability. Copy sections of the transcript to be pasted into letters/reports as evidence of what was said.

#### **4.1.4 Summary Notes**

Auto generate a high level summary of the interview, focused on the specific areas that are important for categorisation or important for review, using secure generative AI technology.

#### **4.1.5 Summary Themes**

Zone in on specific topics/ themes within long interviews without having to listen all the way through.. The only speech analytics product that visually organises conversations by theme. Uses AI trained on use-case specific conversations by our in-house subject matter experts. Helps find the important parts of conversations aligned to your criteria.

#### **4.1.6 Checks and Scores**

AI scores meetings and interviews based on their level of adherence and



highlights areas that may require human review. MI output can feed into central risk reporting.



## Package options

ConversationReviewAI package options allow you to seamlessly integrate Recordsure Capture with our unique AI modules to elevate overnight.

- Recordsure Capture only
- Recordsure Capture plus Transcribe
- Recordsure Capture plus Transcribe and Summary Themes
- Recordsure Capture plus Transcribe, Summary Themes and Checks and Scores

Summary Notes can be added to any packages that includes Transcription.

ConversationReviewAI provides superior evidence and helps you increase efficiency, consistency and effectiveness of your post-conversation or post-interview reviews.

## Case study

Government Department – UK digitalised their interview recordings deliver cost and efficiency savings, here is how.

### 1.4 The challenge

A UK government department wanted to digitalise their interview recording and storage process which, at the time, was completed using tape recordings and paper-based forms.

The forms were completed by hand then physically filed and stored alongside the recordings for evidence and future reference.

The process was manual, slow and inefficient and in some cases, the accuracy of the information was challenged.

The client needed a secure digital system for recording 5,000+ interviews every month between interviewees and government agents – a mixture of video calls and face-to-face conversations – and for capturing the interviewee's answers in a digital form alongside the interview.

The recording needed to be high-quality and securely stored alongside supporting documentation to be readily available when requested by the interviewee, legal representatives, internal supervisors or other relevant parties.

### 1.5 Recordsure solution

#### 1.5.1 Capture

Interviewers use the Recordsure Capture app on Windows devices which provides a digital interview recording solution compliant with the PACE Act as a Secure Digital Network Solution, removing the need for legacy PACE tape recorders and creating a faster and more efficient interview setup process.

High-quality audio recordings of face-to-face and remote interviews are easily and securely captured, creating a reliable and authoritative record of every interview.

#### 1.5.2 Form

The Capture App's built-in Form is used by interviewers to digitally complete pre-set interview questions and then automatically uploaded alongside the recording, removing the need to manually complete and store paper-based forms.

Use of the digital form creates efficiencies in the interview completion process, leading to better utilisation of interviewers' time and skills.

### 1.5.3 Portal

All interview recordings and forms are stored in our secure web-based Portal and are quickly and easily accessible for review, providing an easy to search and irrefutable audit trail for all interviews.

The interview audio and form – in a government-branded PDF format – can both be downloaded to be shared with relevant parties.

These efficiencies offset the resource burden of increased reviews that the new recordings created for the QA team.

## 1.6 Client benefits

- £125k cost saving per annum by removing paper from the process
- 4.4 hour average interview time saving per case as a result of faster and more efficient interview setup and completion
- 3x faster data gathering and analysis, reduced from 22 days to less than 7 days
- Reduction in expensive travel and subsistence costs for case workers and interpreters through ability to record multisite, multi-party remote interviews
- Easily accessible and searchable case files

Recordsure has been serving this client since 2016 and on average processes 5,000 video calls and in-person interviews per month.