VoxSmart
Communications Surveillance

The smarter way to monitor your business communications

The way we do business is evolving and our client conversations are becoming increasingly multichannel. Failure to actively monitor these channels exposes your firm to significant risk.

Address your compliance blind spots by capturing and keeping track of all voice and electronic communications in a one intelligent platform, taking your firm's proactive surveillance to the next level.

Achieves 10x more effective surveillance results than lexicon only aproaches

Benefits:

→ Visibility across multichannel communications on one platform

→ More efficient reporting with reduced false positives

→ Flexible alerting and policy management

→ Pre-trained financial AI-powered (NLP) technology

→ Integrate with trade systems, business intelligence tools and more

At-A-Glance

VoxSmart Communication Surveillance is an AI-powered intelligence tool to track electronic and voice communications so you can easily identify any conduct risk hidden inside your business conversations.

Proactive monitoring

Our technology captures and tracks employee communications across a range of vComms and eComms channels including Fixed line/VoIP, Mobile, Email and Chat, as well as trading chat platforms or inhouse channels.
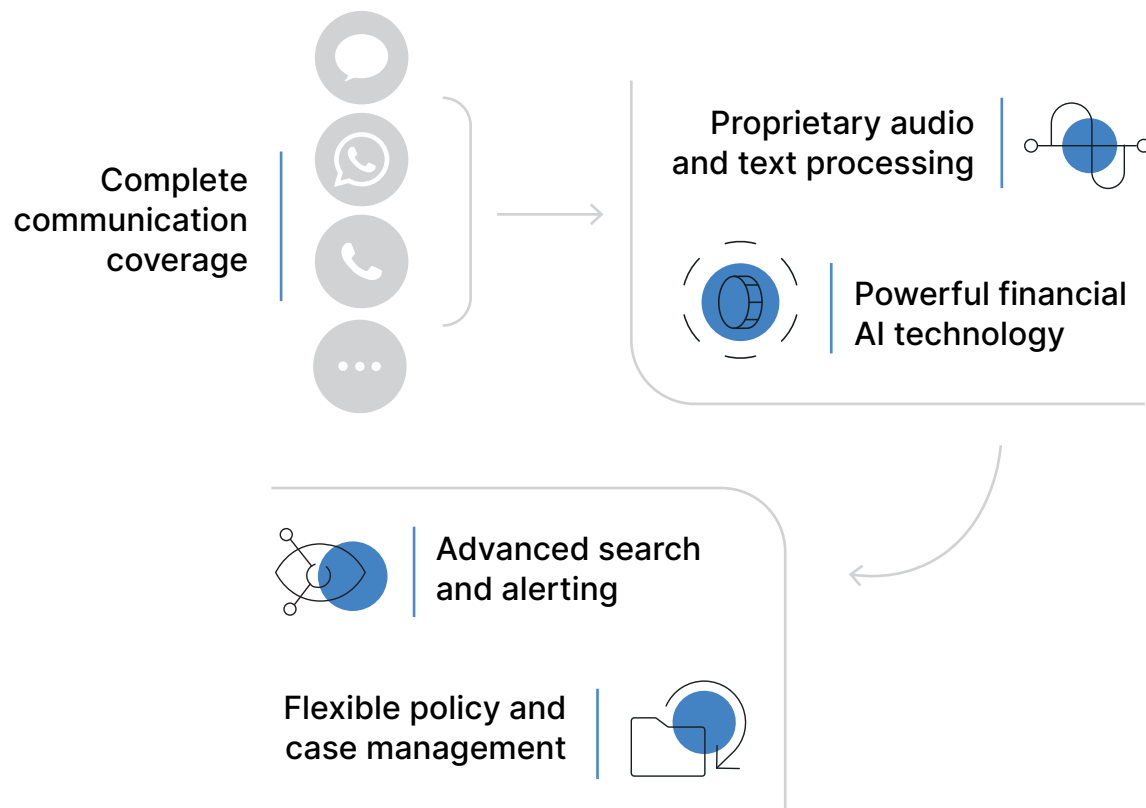
AI-powered alerting for efficient review

We use a combination of AI algorithms to significantly reduce false positives and increase alert accuracy, using keywords and behaviours to help refine searches by employee, asset class, communication type and more.

Flexible policy templates

Our pre-trained policy library has been designed by professionals in financial compliance. The templates cover a range of risk and compliance scenarios and are easily modified to suit your business needs.

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Complete communication coverage

Proprietary audio and text processing

Powerful financial AI technology

Advanced search and alerting

Flexible policy and case management

How does Comunication Surveillance work?

VoxSmart Communications Surveillance is a comprehensive risk & compliance platform that can be deployed privately or in a VoxSmart environment. The system connects to your communications, whether standard or custom, and uses AI technology such as Natural Language Processing and Entity Recognition to convert unstructured data into valuable information.

Search using keywords or behaviours using uur flexible browser interface and create policies from scratch or from one of our many pre-built templates. You can also tailor alerts workflows to suit a surveillance team of any size and track your teams performance with dashboards and auditing features.

What we do...

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.

Want to see how it works?

Discover how VoxSmart Communications Surveillance can help you transform your communications compliance.

GET IN TOUCH

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