

Deskphone
Mobile Call Recording - Datasheet

Document Version 1.0 - 2017

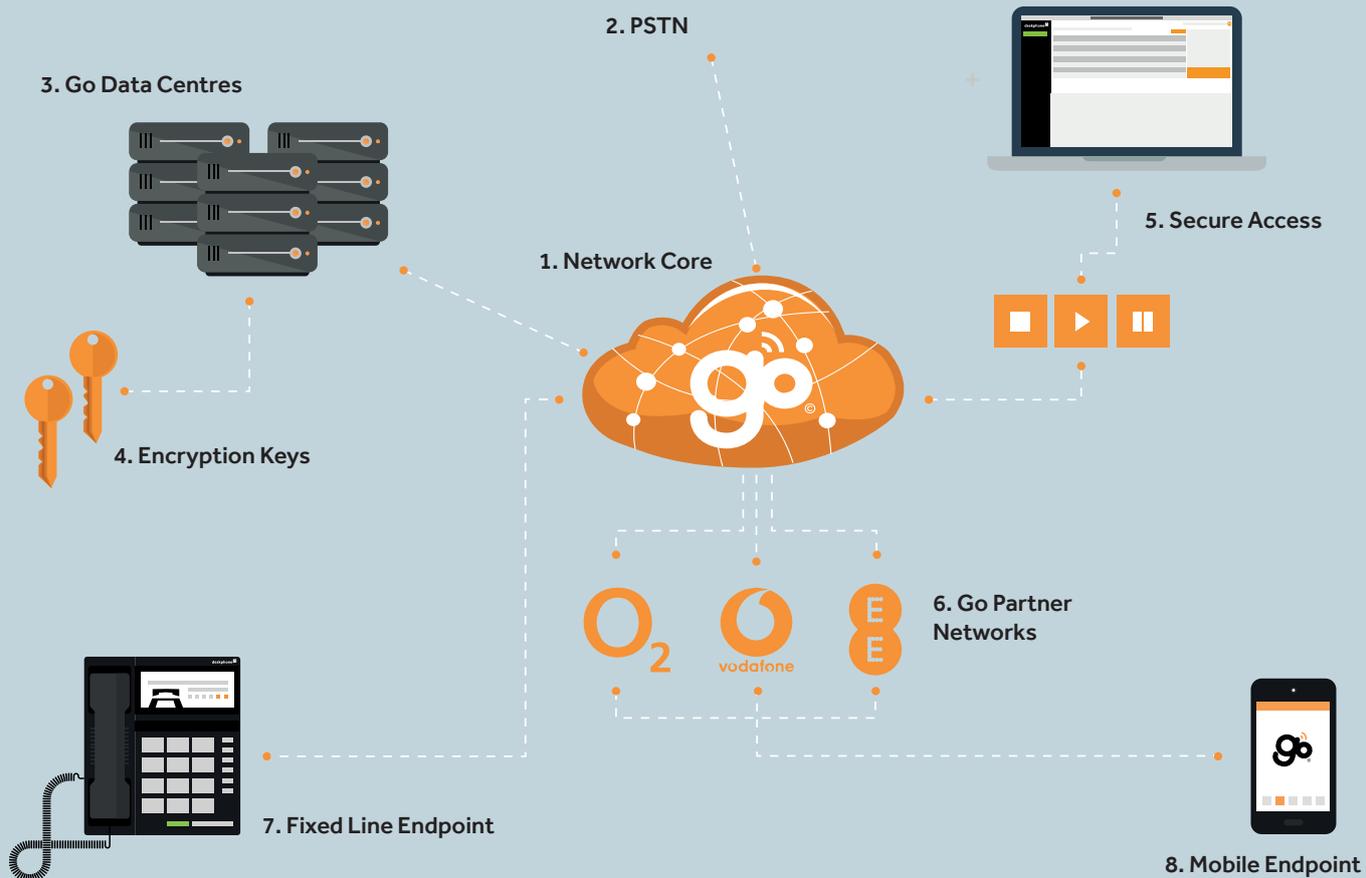


Mobile Call Recording Overview



The illustration below details our network setup in relation to our mobile call recording, SMS recording and our fixed line VoIP call recording products.

1. **Network Core** - Our advanced business network records calls and SMS originating and termination on our platform.
2. **PSTN Gateway** - Public Switch Telephony Network - connection to other telephony networks through tier 1 connections with BT.
3. **Go Data Centres** - Secure, EU based, geographically distributed data storage network to securely store calls and SMS data. Data is backed up in three separate data centres and on multiple devices to provide multiple layers of redundancy for the highest level of integrity. This means your data is secure and always available.
4. **Encryption Keys** - All stored call and SMS data is encrypted with 256bit RSA key pairs. Each customers data is stored using unique keys for their account which are backed up in separate data centres. Encryption is certified to the FIPS 140-2 standard, approved by the UK Government Legal Department and Attorney General's Office and exceed their requirements for Electronic communications.
5. **Secure Access** - Calls can be accessed through a secure web portal. Access is provided through two factor authentication and can be managed centrally by an internal compliance officer.
6. **Go Partner Networks** - Go dynamically routes calls, data and SMS over our carrier partners (O2, Vodafone and EE). This allows for increased redundancy and best in class service for our customers.
7. **Fixed Line (VoIP) Endpoint** - Fixed devices running over IP networks.
8. **Mobile Endpoint** - Mobile devices running over the Go Mobile business network.





On Network

Unlike other mobile call recording solutions which use apps or dial through numbers, Go Mobile records calls and SMS on network. This means all records are secure, tamper proof, always on and work seamlessly across all devices - industry experts agree that on network is the best way to record your businesses communications.



Private

Recording on network means your data is encrypted and stored in-line with your communications. Our storage and data encryption methods exceed those set-out by data protection and financial conduct regulations such as MiFiD II and GDPR, taking the hassle and risk out of your companies compliance strategy.



Accessible and Analytical

Call and SMS records are accessible via a highly secure web portal which can be centrally administered with granular access being provided to individual teams or staff. Our advanced in call analytics package will analyse and transcribe your calls and with our advanced algorithms, surface calls of interest based on a range of criteria.



Secure Data Storage Network

We've worked extremely hard with our data centre partners to provide the highest level of integrity for our customers data. Call and SMS records are stored multiple, EU based data centres over multiple arrays of devices to provide multiple levels of fail-over in the event of hardware malfunction or corruption.



Worldwide Coverage

Our mobile call and SMS recording service works across all networks virtually anywhere in the world because calls are always routed through our advanced network core even when roaming on other networks, We can even provide local numbers which are also recorded in line with your retention policies should you need them.