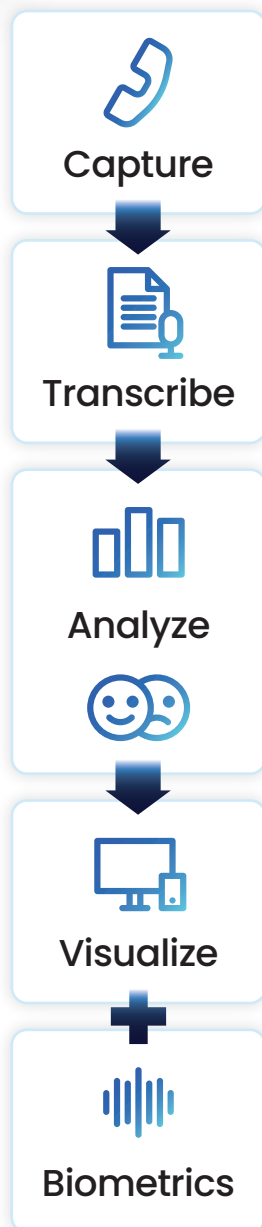# recordia

Listen to your customers.
Discover the hidden information in all your conversations.

Empower your business with
Our Conversational Intelligence Solution

Capture

Call Recording
Comply with international data protection regulations. Easily store and access your recordings, call logs and consents in a secure and scalable environment for a set period of time.

Transcribe

Transcriptor
Convert 100% of your voice communications into text. Recordia® distinguishes interruptions and overlapping voices, and delivers the entire conversation in text, identifying and differentiating all interlocutors.

Analyze

Speech Analytics
Extract business intelligence from conversations to improve customer experience and loyalty, increase operational efficiency, reduce costs and compliance risks.

Sentiment Analysis
Identify the feelings of the different interventions of each call and their level of satisfaction, allowing you to know how your customers feel about your policies, products and services.

Visualize

Dashboard
Make sense of data by visualizing the metrics that most impact decision making with customizable and intuitive dashboards.

Biometrics

Identia Voice Biometric Identification
Accurately identify customers within seconds by recognizing their specific voiceprint, not only to detect fraud but also to improve the customer experience, promoting efficiency among your agents.

Compliance, Security & Integrations

Regulations

PCI DSS
Payment Card Industry Data Security Standard

Dodd-Frank Act

CCPA
California Consumer Privacy Act

GDPR
General Data Protection Regulation

MiFID II
Markets in Financial Instruments Directive

AENOR
SEGURIDAD INFORMACIÓN
ISO/IEC 27001

Gestión de Calidad
ISO 9001
ACCM

CERTIFICACIÓN DE CONFORMIDAD CON EL
ens
Esquema Nacional de Seguridad
Categoría ALTA
RD 3/2010

aws partner network
Advanced Technology Partner

Security

Recordia® provides a high level of security by encrypting objects using **HSM encryption** methods with rotation policies that ensure that privacy is the best in the industry. Objects are encrypted with **AES256 algorithms** and connections are stable with established with secure protocols such as **IPSEC** and **HTTPS** or with **VPN** and **SDN**.

Integrable with MS Teams, CRM & PBX such as:

Microsoft **Dynamics 365**

ORACLE

Microsoft Teams

AVAYA

salesforce

GENESYS

CISCO

Conversational Analysis
Extract Business Intelligence from Interactions

Customer Experience

Understand how your customers feel, what they think of your products or services and what stands out from your competitors to increase satisfaction and loyalty.

Quality Management

Optimize and automate the quality audit process. Identify your agents' skills faster and improve their performance.

Churn Reduction

Detect signs of early customer churn to anticipate corrective actions. Increase customer loyalty.

Increase Sales

Analyze sales conversations to identify behaviors that drive conversions. Improve team training to increase revenue.