


Audio Archiving and Supervision for Fuze

Streamline your call recording compliance

Call recording regulations, such as Dodd- Frank, PCI-DSS, and MiFID II, introduce new requirements and accountability for your business preservation and supervision of call recordings. In addition, firms are increasingly demanding better insights from their call recordings to identify employee misconduct, quality control, flag compliance risks, or alert on offensive behavior.

Theta Lake's AI-powered Compliance Suite provides risk management, compliance, and archiving for Fuze recordings, making call recording review easier, faster, and more accurate.

Add New Integration ×



Connect with Fuze

Enter your API key below to connect your Fuze account with Theta Lake. The following permissions are required: organizations, users, locations, departments, call recordings, meetings (create and modify). ⓘ

API Key

Create

Use Cases

Use Case #1 - Automating Risk Detection and Review

Supervision approaches have typically relied on manual review of random samples and using search tools on transcripts. These approaches are not built to scale, lack accuracy, and are resource intensive. Applying artificial intelligence can automate the review of 100% of your audio recordings and surface any and all compliance risks. This automation enables your compliance team to focus review efforts on higher-risk content and eliminates wasted efforts on viewing low-risk items.

Experience the Advantages

Seamlessly archive and supervise Fuze audio recordings with Theta Lake's single, cloud-based platform.

Save Time and Money

- Automated risk prioritization surfaces high-risk conversations requiring review and eliminates manual searches of inaccurate, raw transcripts
- Detailed reports provide your managers and auditors clear insights into audio communications, identified risks, and review actions

Improve Compliance, Reduce Risk

- 65+ built-in policies automatically detect regulatory, conduct, data leakage, and corporate compliance risks, replacing outdated random sampling techniques
- Ability to identify and redact credit card information for PCI compliance
- Industry-leading security and compliance controls protect the security, confidentiality, and availability of information stored on the Theta Lake platform

Long-term, secure archiving, and eDiscovery

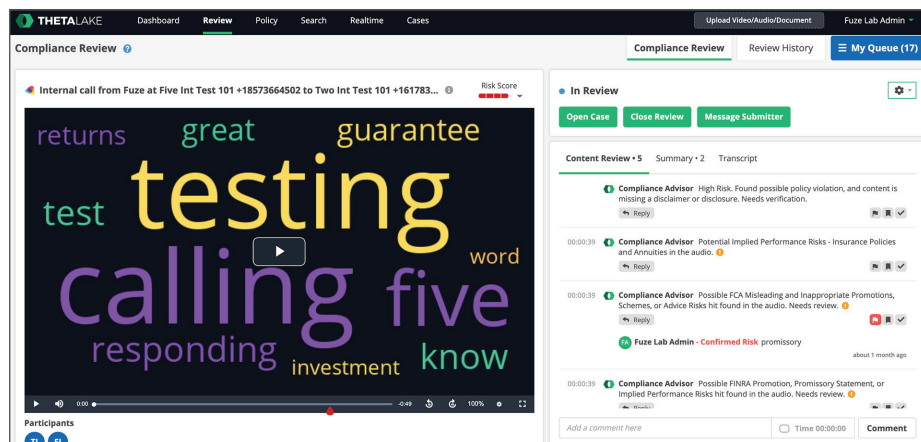
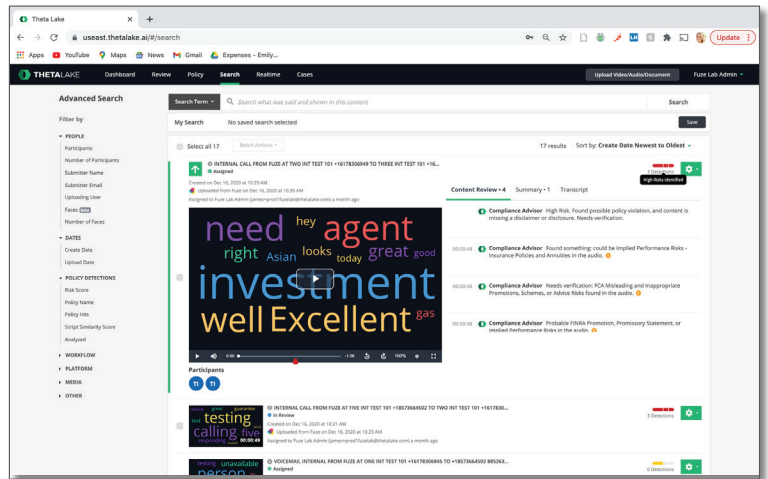
- Securely preserves Fuze audio calls and voicemails within Theta Lake's 17a-4 compliant storage that is hosted in a secure SOC2 Type 2 certified data center

Use Case #2 - SOC2 Type II, WORM Compliant Archive + eDiscovery

Theta Lake enables compliance and legal teams to securely preserve, archive, and perform eDiscovery on business communications with the ability to set rule-based retention policies and apply legal holds. Rich eDiscovery enables compliance and legal teams to search across metadata as well as within the content of voice recordings, plus robust filters on participants, dates, compliance risks, and much more.

Use Case #3 - Data Loss Prevention

Firms need simple and automated technology that detects data loss risk. Pre-built policies support analysis along with the ability to create custom rules to automatically identify sharing of confidential information, PII, PHI, Credit Card information or other sensitive documents in audio, visual, and text-based content. In addition, for PCI compliance, Theta Lake provides the ability to redact credit card information from the recordings.



How it Works

Joint Fuze and Theta Lake customers benefit from policy-based retention, automated risk detection, and workflow insights that streamline supervision of audio content in one platform.

1. Theta Lake natively integrates with Fuze, enabling organizations to apply specific policies and create customizable workflows to route actionable content to review teams.

2. Theta Lake automatically analyzes call recordings and voicemails, assigns a risk score, and routes the content through AI-directed review workflows.
3. Rule-based retention policies allow for long-term content retention in a SOC2 Type 2, SEC 17a-4 compliant archive and enables rich eDiscovery access across all communications.
4. Theta Lake provides rule-based policies for long-term content retention in a SOC2 Type 2, SEC 17a-4 compliant archive and enables rich eDiscovery across and within all recordings.

Connect with a Theta Lake representative [here](#)

Or visit Fuze's [website](#)

ABOUT THETA LAKE. Theta Lake, Inc., dual winner of UC Today's 2020 Best Compliance Product and Best Security Product, was founded in 2017 by proven entrepreneurs and enterprise technologists with decades of leadership experience and recognition from Global 100 customers and top industry analysts. With a mission to provide modern collaboration security and compliance, Theta Lake's patented and multi-patent pending AI helps security and compliance teams more effectively and quickly scale their risk detection and the workflows for communication security, data loss protection, and supervision of modern video, voice, and unified collaboration systems. The Theta Lake Compliance Suite is SOC 2, Type 2 compliant. Visit us at [Thetalake.com](https://thetalake.com); LinkedIn; or Twitter at [@thetalake](https://twitter.com/thetalake).