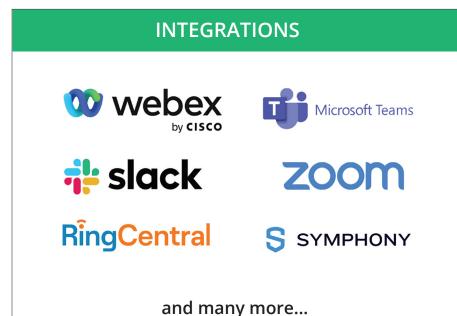# THETALAKE

# Audio, Video and Chat Risk Management and Analysis for Verint

## Streamline your unified communication recording compliance

Verint is a leading vendor for highly regulated verticals, helping compliance teams meet strict regulations surrounding call recording capture. For regulated industries, it has never been more important to retain and supervise electronic communications subject to Dodd Frank, PCI-DCC, FSA, and MiFID II mandates.

Theta Lake natively integrates with Verint to provide risk insights into call recordings, enabling organizations to automate the detection of misconduct, regulatory, acceptable use, privacy, and company-specific risks in large volumes of recording. AI and NLP drive more efficient and effective supervision of recordings, replacing outdated legacy compliance tools and manual review approaches.

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## INTEGRATIONS

**webex** by CISCO

**Microsoft Teams**

**slack**

**zoom**

**RingCentral**

**SYMPHONY**

### and many more...

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## Use Cases

### Use Case #1 – Automated AI, NLP-based Surveillance for Voice, Video, Chat

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, including webcam, screenshare, and whiteboard content. Content is captured in context and normalized for voice, which improves risk detection.

## Experience the Advantages

For organizations using Verint for audio and video compliance recording, Theta Lake offers a single cloud-based platform to archive and supervise conversations.

### Improve Communications Compliance, Surveillance, and DLP

- Next-gen AI, NLP, ML, OCR automate risk monitoring across what was said, shown on screen, shared or written in voice, video, chat, in-meeting chat, polling, whiteboards, and more

- 80+ built-in and company-specific deep-learning based policies automatically detect regulatory, conduct, data leakage risks in unified communications, replacing outdated random sampling techniques or regtech / keyword matching on transcripts

- Create custom policies to identify company-specific risks

- SOC 2 Type II certified with industry-leading security and compliance controls to protect the security, confidentiality, and availability of information in Theta Lake

### Save Time and Money

- Automated risk prioritization surfaces high-risk conversations requiring review and eliminates manual searches of inaccurate, raw transcripts

- AI-powered workflow directs your review to easily, efficiently, and consistently manage electronic communication supervision

- Detailed reports provide your managers and auditors clear insights into audio, video, chat communications, identified risks, and review actions

### Modern Compliance For Modern Collaborations

- Support for leading Unified Collaboration platforms such as Webex, Microsoft Teams, Zoom, Slack, Symphony, RingCentral, and 70+ integrations.

- Purpose-built for Unified Communication platforms, Theta Lake captures all video content, screenshares, whiteboards, chats, images, reactions, and more in its native form to provide context and better identification of risk in what is shown, shared, and typed.

## Use Case #2 – Expanded recording and capture coverage for unified communications

While in a video or voice meeting, users can selectively capture the electronic components of that meeting without the need to record video or audio. Capture voice, video, in-meeting chat, polling, Q&A, whiteboard, persistent chat, and 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, or other sensitive documents in what was spoken, shown on screen, written, and shared in video and chat.

# How it Works

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

1. Leverage Verint's best-in-class compliance recording and capture capabilities and identify which recordings should be sent to Theta Lake for risk analysis

2. Identify compliance policies and create customizable workflows for all communications included in your governance practice.

3. Theta Lake automatically analyzes 100% of recordings and electronic communications, assigns a risk score, and routes the content through AI-directed review workflows.

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.

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## Learn more

To request a demo, visit: https://thetalake.com/request-a-demo/