THETALAKE

THETA LAKE CALL RECORDING SUPERVISION AND REVIEW

Streamline your call monitoring and compliance

Call recording regulations, such as Dodd-Frank, PCI-DSS, and FSA have been in place for a while. The expansion of Markets in Financial Instruments Directive (MiFID II) and privacy laws like EU GDPR introduce new requirements and accountability for your recording compliance.

You now need to review and understand what is in your audio recordings. However, legacy tools and random sampling approaches make audio review difficult, inaccurate, and resource intensive.

Theta Lake removes these challenges and streamlines your process. Our solution provides a purpose-built compliance offering that makes your call recording review easier, faster, and more accurate.

Solution Overview
Theta Lake's AI-powered compliance suite solves the supervision and review challenges for call recordings.
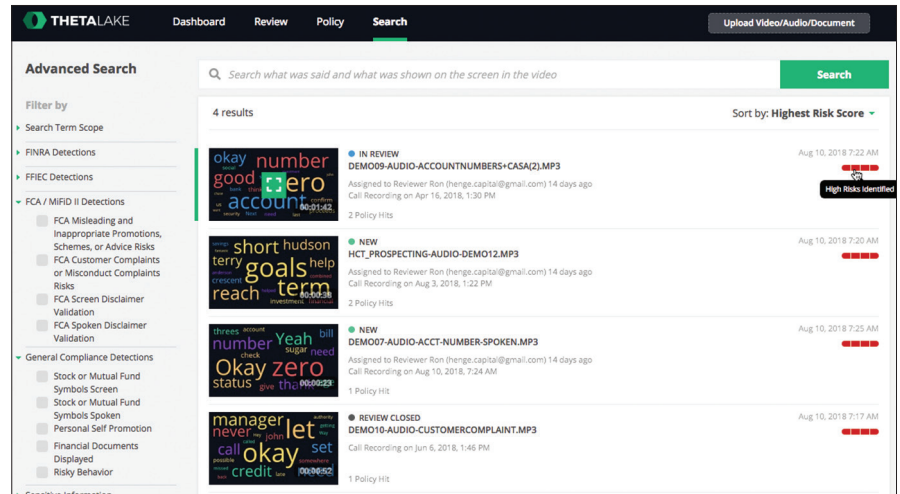
Our solution uses deep learning and compliance AI to automate your policy risk detection and manage your review workflow for potential regulatory and compliance risks.

Key Features
Experience the Theta Lake advantage with powerful, automated call recording supervision and review:

Automate Risk Detection
- Powered by natural language processing and deep learning, pre-built policies automatically detect regulatory, conduct, and corporate compliance risks
- Driven by our data scientists who have decades of compliance risk detection expertise, receive regular policy updates

as searches on recording transcripts are consumed over time to dramatically improve risk detection and prioritization
- Easily create custom, company-specific policies with implementation into Theta Lake's deep learning environment

Prioritize Risks
- Automatically prioritizes your call recording risk levels
- Pinpoints potential policy violations in each recording
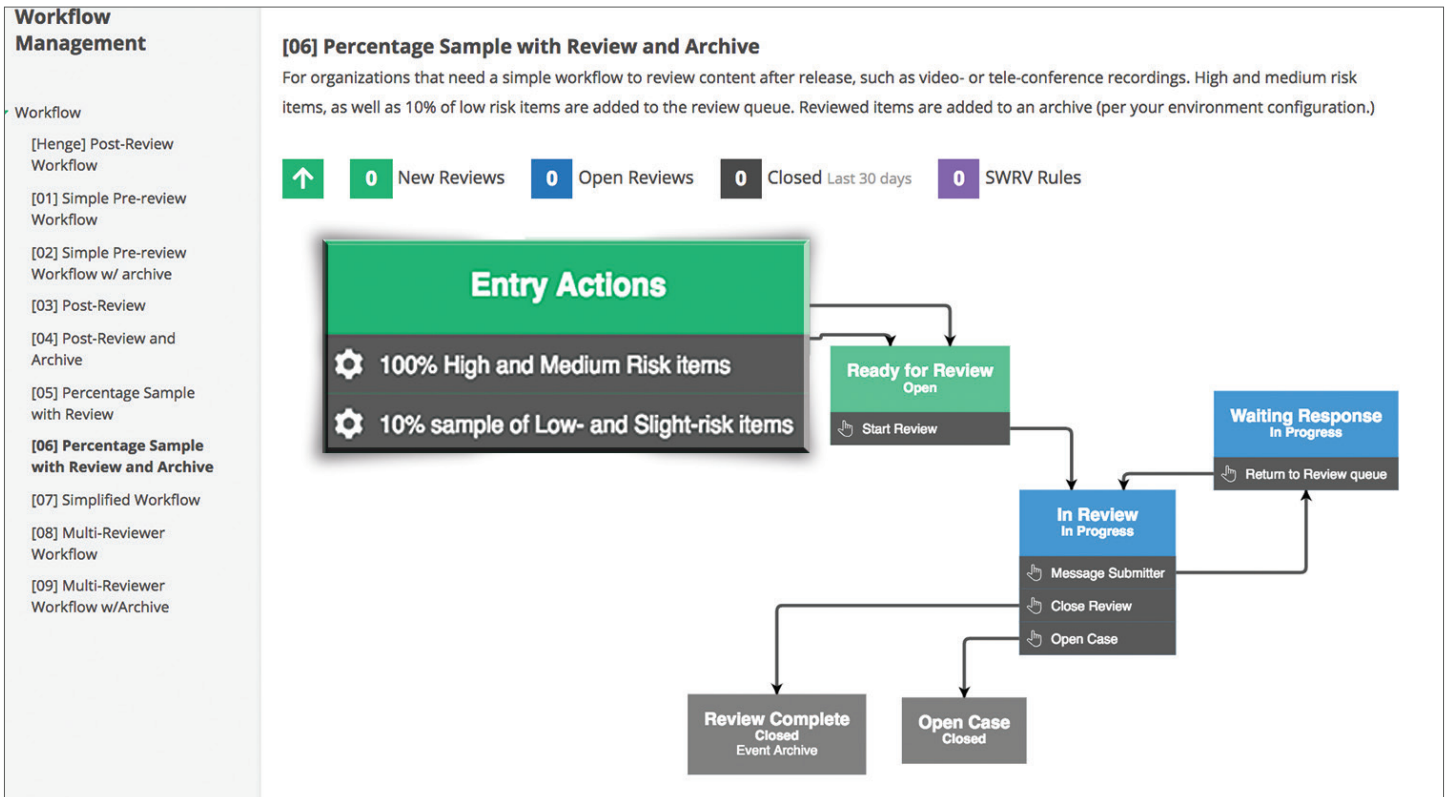
Streamline Review Workflow
- AI-powered workflow provides streamlined, high quality review process that is directed, easy, and consistent
- Compliance Advisor Bot suggests potential risk detections for review, validation, or resolution
- Provides visual detail for each review step, enabling workflow editing and built-in content validation and routing

QUALITY REVIEW AT SCALE WITH LESS RESOURCES

Benefits

With Theta Lake you gain significant business benefits:

- Scale your supervision with automation that saves your time and resources
- Improve your compliance efforts by prioritizing your review based on risk score, rather than random sampling
- Reduce organization risk with a consistent, efficient process for call recording review

Workflow Management

Workflow

[Henge] Post-Review Workflow

[01] Simple Pre-review Workflow

[02] Simple Pre-review Workflow w/ archive

[03] Post-Review

[04] Post-Review and Archive

[05] Percentage Sample with Review

[06] Percentage Sample with Review and Archive

[07] Simplified Workflow

[08] Multi-Reviewer Workflow

[09] Multi-Reviewer Workflow w/Archive

[06] Percentage Sample with Review and Archive

For organizations that need a simple workflow to review content after release, such as video- or tele-conference recordings. High and medium risk items, as well as 10% of low risk items are added to the review queue. Reviewed items are added to an archive (per your environment configuration.)

0 New Reviews　0 Open Reviews　0 Closed Last 30 days　0 SWRV Rules

Detail, Audit-Friendly Reports

- Gain a full picture and context of your call content and review status, saving your compliance team significant time and effort
- Reports provide details on the audio recording, policy violations, reviewer comments, and review steps
- Reports with integrated meta-tags can easily be sent to your archival for use in legacy eDiscovery and supervision tools

Integrations

- Easily integrates with any call environment and supports direct integration with your call infrastructure, such as RingCentral
- Consume call recordings from original sources, including call recording systems and shared directories—and even directly uploaded into the Theta Lake system

Secure, Compliant Storage

- Provides secure, encrypted, and compliant storage archive for your call recordings
- Can act as a primary or secondary archive for your digital compliance or as temporary archive for review cycles

"Theta Lake enables us to streamline our entire call recording supervision and review process, saving more than 50% of our review time each week."

—Compliance Officer
Financial Services Company

Learn More
https://thetalake.com/solutions/video-monitoring/

ABOUT THETA LAKE. Theta Lake provides cloud-based compliance for video, audio, and other modern digital communications. Its patent-pending technology uses AI, deep learning, and seamlessly integrates with the leading audio recording, video marketing, and video conferencing platforms to detect compliance risks in what was said or shown in modern digital communications. Using AI to also power insights and automation, Theta Lake provides directed workflow to add consistency, efficiency and scale to the compliance review and supervision process, driving down the cost of compliance.