



Compliance Recording and Analytics

Securely capture, store and analyze conversations

Luware
Recording

 Solution certified for
Microsoft Teams

Luware Recording

Luware Recording is the gold-standard solution for capturing, storing, and analyzing communications, leveraging Verint Financial Compliance and Intelligent Voice software in Azure. As the only partner with M365 certification and SOC2 Type II accreditation, Luware ensures unmatched security and compliance.

How *You Benefit* With Luware Recording

Security

Certified with M365, ISO 9001, ISO 27001, and SOC2 Type II, guaranteeing data protection.

Data Privacy

Recordings remain in the EU and are securely stored in our private cloud. Our best-in-class Intelligent Voice features utilize models trained on data separate from your recordings.

Reliability

Luware Recording maintains an impressive 99.9% uptime and employs rigorous measures to ensure uninterrupted business continuity.



Microsoft 365 Certified



Our Recording Solutions *Tailored* To Your Needs

Modules

Luware Recording
Pro

To meet regulatory obligations

Luware Recording
Advanced

To meet complex compliance requirements across platforms

Luware Recording
Enterprise

For private-tenant customers with the need of additional platforms

Add-Ons

Comms Profiling Standard

Transcription, diarisation and topics

Comms Profiling Advanced

Sentiment analysis and transcription exports

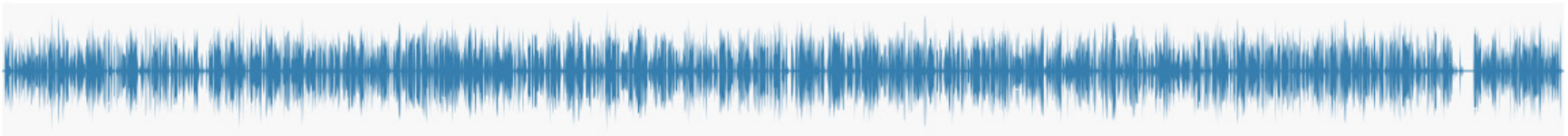
Risk Profiling

Automatic language detection and multi-language transcription per user

Luware Nimbus

Contact Center and Intelligent Task Routing for Microsoft Teams

00:00 01:44 03:28 05:12 06:56 08:41 10:25 12:09 13:53 15:37 17:22



Paused 00:17:11.865

⚙️ ⏮️ ⏪️ ⏸️ ⏩️ ⏭️ 🔊

Markers | **Analytics**

Authors	11:03
Decorator	16:56
Encourage	02:24
Flicker	06:44
Tellers	17:02
Streets	16:45
Shopping	00:11 00:46 02:54 11:18
Session	17:02 17:06
Two Lands	01:13
Penalties	01:25 01:34
Faggets	10:35
Revealed	01:55
Tuesday	14:54 15:03
Success	15:31
Stomach	09:30 09:48 10:02 10:46 10:50 14:18
Stellar	09:44 10:13 14:49
Disease	15:31
Toronto	05:22
Context	07:35
Employees	00:19
Electrical Power	16:29

▼ **Summary**

The first caller was Tatiana Rogers, whose credit card was in her purse and her phone was in it, and her card was tied to that card. The next step was to verify her identity by asking a series of security questions, and then the team could take action from there. The team was able to freeze the card and freeze the account, and the next step is to correct the information that was changed by the bank.

Conversation Details | **Transcription** | Auto Scroll

Speaker 1 Hi, thank you for calling Question Bank.

Speaker 1 This is Candice.

Speaker 1 How may I help you?

Speaker 2 Hello, can you hear me?

Speaker 1 Yes, I can hear you.

Speaker 1 How may I help you today?

Speaker 2 Oh, thank God.

Speaker 2 Listen, I need your help right now.

Speaker 2 My purse was stolen and my credit card was in it.

Speaker 2 I'm in so much panic right now.

Speaker 2 I called your automated system and found that there's a lot of transactions that I did not make.

Speaker 2 I lost access to the app.

Speaker 2 I tried logging into it, but it wouldn't let me.

Speaker 2 I'm going to strain my account as you speak, and I need you to stop it right now.

Speech Analytics including topics, diarization, generative summaries and mult-language support

Surveillance Dashboard (Compliance & Regulations)

Trending Topics

History (5)	Account (4)	Consultant (4)	Talking (4)	Augment (3)
Overview (5)	Blocking (4)	State Of The Art (4)	User Experience (4)	Commissions (3)

Case Status

Case	Owned By	Conversations	Users	Creation Date	Top Labels
RCC-1092	ADM Andrew Brown (andrew@brown.com)	8	3	2024-07-03 12:47:25	Regulatory Compliance Issue (8)
RCC-1093	ADM Andrew Brown (andrew@brown.com)	7	4	2024-07-03 12:50:05	Prohibited Language (6)
Review HR Cases	ADM Andrew Brown (andrew@brown.com)	2	2	2024-07-03 13:14:37	HR Policy Breaches (2)

Legal Hold Status

Legal Hold	Owner	Conversations	Creation Date
Prohibited Language	Andrew Brown (andrew@brown.com)	6	2024-06-24 12:32:02
Regulatory Compliance Issue	Andrew Brown (andrew@brown.com)	8	2024-06-24 12:35:27
HR Policy Breaches	Andrew Brown (andrew@brown.com)	2	2024-07-03 12:52:27

Sentiment by User

User	Conversations	Average Sentiment	Negative Gradient	Positive Gradient
Jane Doe (jane@doe.com)	8	8.8 9.3 38.5 9.1 8.4	37%	25%
Max Mustermann (max@mustermann.com)	14	8.6 8.9 22.9 4.7 4.3	42%	7%
Ellen Green (ellen@green.com)	13	3.1 3.3 10.6 3.3 3.2	7%	38%

Automated Surveillance based on Speech Analytics



Key Features

Trust Luware Recording to revolutionize your organization's communication compliance.

Data Security

Leverage speech analytics with a privately hosted Intelligent Voice deployment in Azure. Luware does not train models on your data and data stays within the Luware cloud.

Regulatory Compliance

Capture every interaction across multi-modal communication platforms like Microsoft Teams.

Encryption

Keep recordings encrypted with your own certificates in your own storage account.

“ Luware has all the right security measures in place so that our calls can't get intercepted on Microsoft Teams. ”

Christoph Ruys
KBC

Double The Expertise: Profit From Our Partnership With Verint

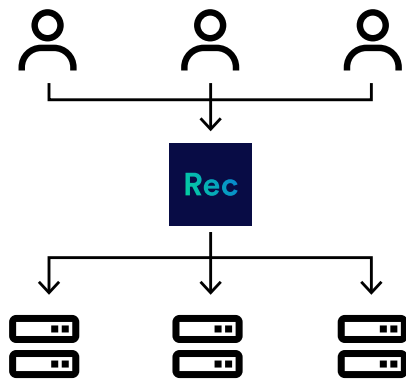
We have over 70 years of combined Verint Financial Compliance experience and are the first and only partner to achieve both a SOC2 Type II accreditation and M365 certification. You can rest assured knowing we are externally evidencing and being audited on how secure and reliable our platform is.

“ We chose Luware because they are a trusted partner with a certified solution. The solution runs on Azure – a platform that we had already cleared for use in the past. This simplified the evaluation of the solution architecture. ”

Daniel Steinmann
Swiss RE

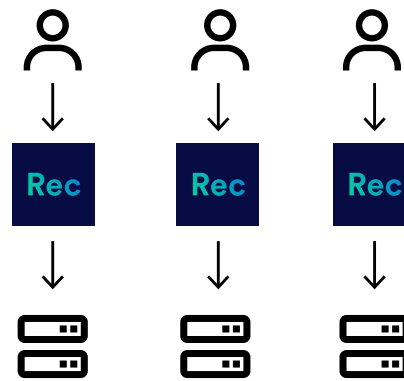
Choose Your Hosting Model

Pick the hosting model that suits your data privacy requirements. Logical segregation of data with Multi-tenant or a Private dedicated environment with Private-Tenant.



Multi-tenant SaaS

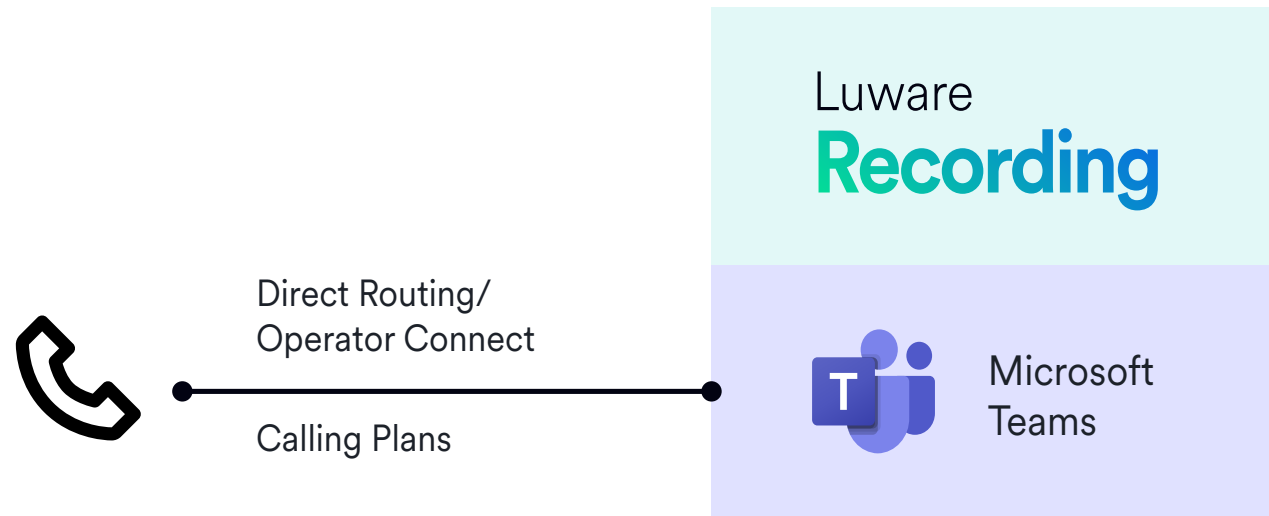
Full service including management and hosting in the Azure cloud. Only available for Microsoft Teams.



Private-tenant SaaS

Fully managed service in the cloud. Available for Microsoft Teams and cloud accessible communications platforms.

Native Teams Recording



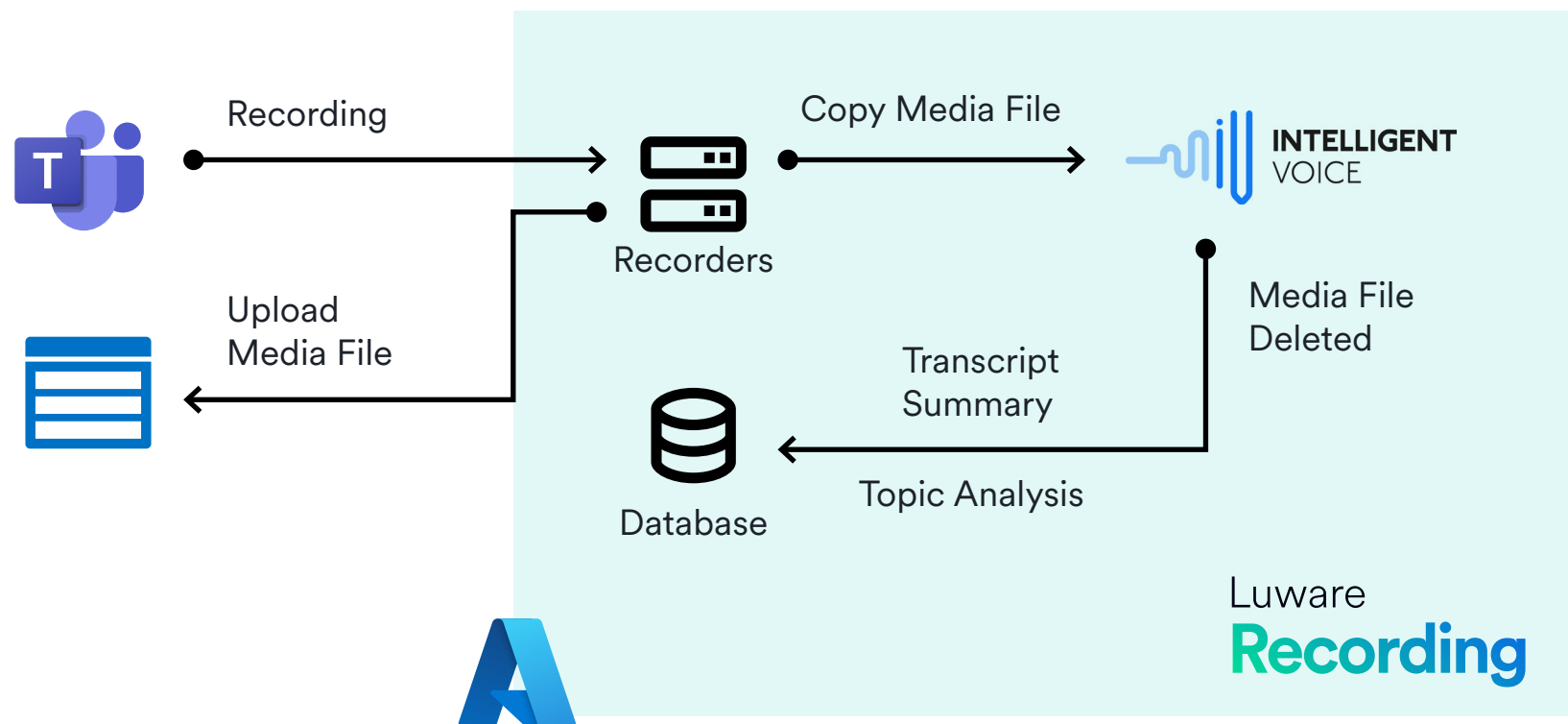
Luware Recording is a native bot based recording solution for Microsoft Teams. Any Teams calls are captured from any Teams client. Users leverage the Luware Recording portal for playback and supervision.

You benefit from

- Maximum availability
- Compliance and regulatory grade recording
- Capture any Teams Calls: PSTN, Peer to peer, Conference and mobile
- Capture any modality: Voice, Video, Screenshare and instant message

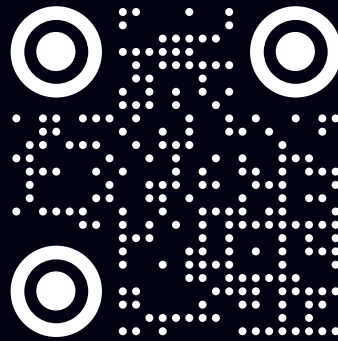
Data Security And Privacy Is Key

Luware Recording allows you to keep your recordings within your own Azure environment, ensuring data is kept and maintained according to your businesses data requirements. Our deployment is hosted in our own private environment meaning data does not leave the environment and no language models are trained on your data.



No consumption based billing

We host our own Intelligent Voice platform meaning no consumption-based billing. So you won't get hit with a third party bill at the end of the month.



Contact us for more information or to request a live demo.

www.luware.com

