Capture for Public Sector

VOICE

The end-to-end voice compliance solution
Consolidate your compliance workflows across all your communications

Key features

Single solution for 100+ communication channels

Voice-to-text transcription

Specialized supervision & e-discovery workflows

Archive with Smarsh or a third-party solution

Seamless integrations

Advanced search

Why capture voice?

The ability to capture, archive, and retrieve voice content from Skype, Zoom, and other meeting platforms is important to fully comply with public records laws. Such videos are government record and are subject to discovery.

Retaining your public sector agency's video and voice communications in a centralized archive alongside other communications enables more efficient search and retrieval of public records. It can also help lower costs.

How it works

Smarsh enables voice compliance for content from virtually any recording system including VoIP, mobile, and collaboration platforms. Once captured, voice files can be transcribed and preserved in the archive together with the transcriptions and call metadata. From the archive, voice content can be easily searched, reviewed, played back, analyzed and exported alongside all other electronic communications. Smarsh supports 100+ communication channels across email, instant messaging (IM) and collaboration, social, mobile text, voice and web.

smarsh® | TD SYNNEX *Public Sector* | DLT™

Seamless, secure and reliable voice archiving, wherever and whenever important conversations happen

Supported channels include:

Teams

Skype for Business

IPC

Zoom

CellTrust

Vodafone Voice

Avaya

Mitel

Cisco Voice

Key benefits:

Enhance compliance and simplify public records management

Capture, archive, supervise, and discover your voice communications to comply with Freedom of Information Act (FOIA) and public records laws. Retain messages for as long as your agency needs, and be confident that every electronic record can be produced on demand--all from a single solution.

Reduce manual processes

Relieve the burden on internal teams with voice-to-text transcription. Retire manual "sit and listen" routines in favor of accessible, searchable voice content for supervision and e-discovery.

Support new and global communication trends

Enables adoption of the latest, most productive communication and collaboration channels while ensuring complete compliance with federal and state laws.

Reduce time, cost and complexity

Consolidate the retention of data and streamline workflows by using one archive instead of many for your email, IM and collaboration, social, mobile text and voice content.

Illuminate and reduce risk

Tag, search, track and review full context conversations across all channels to easily identify potential risk in your organization's communications. Leverage our APIs to extract additional insights from your communications data.