

Why Businesses Choose CallTower

- **Compliance for Every Industry:** Meet global regulatory compliance requirements, including GDPR, PCI DSS, SEC, MiFID II, Dodd-Frank, FTC, MAD II, and more.
- **Military-Grade Security:** AES 256-bit rotating encryption ensures every interaction remains as secure and reliable as they are compliant.
- **Endless Power and Storage:** Break free from solutions with hard limits on processing power and storage and step into CallTower's unlimited world.
- **Keep Your Data:** With CallTower, your recording data will always be yours and will remain accessible to you from any location, 24/7/365 - no localized storage or proprietary encoding formats.
- **Flexible Deployments:** CallTower seamlessly adapts to any network environment, including all calling, conferencing, and contact center platforms, and cloud, hybrid, and on-premise deployments.
- **Data Sovereignty:** Recordings are captured and stored redundantly within global data centers across six continents.
- **PCI DSS Compliant:** CallTower offers multiple solutions for industries that require PCI DSS, PHI, or PII redaction. Solutions include AI-driven redaction, API call redaction, or manual intervention.

Core Recording

Secure and compliant recording well suited for Small and Medium businesses that want to record, store, and playback calls for training and customer conflict resolution. The core recording package includes essential features such as:

Features Include:

- Cross-platform compliant call recording
- AES 256-bit rotating encryption
- Redundancy (local and geographic)
- Unified location data sovereignty
- Granular user-based permissions
- Legal hold
- Advanced call playback and tagging
- On-demand AI transcription and call summarization
- Multi-factor authentication support
- Advanced Admin Licenses equal to the number of recording licenses
- Unlimited audio recording storage
- Compliant call sharing
- Call notes
- Agent and/or team grouping
- Customizable retention policies
- Basic API Support

Advanced Recording

Secure and compliant recording, well equipped for businesses that want end-to-end contact center recording that delivers customer experience insights into operational efficiencies, productivity, training, and revenue leakage reporting features.

Includes all of the Core Recording features, plus:

- One QA supervisor license per 10 Advanced Recording licenses
- QA and agent evaluation tools
- Manual PCI DSS, PHI, and PII redaction
- Screen capture and/or screen recording
- Enhanced call details
- Advanced reporting capabilities
- Call section notes
- Time-based call notes

Conversation Analytics Recording

Secure and compliant recording for businesses looking for enterprise-class AI analysis and business intelligence solutions to propel growth and efficiencies across departments. This solution is designed for organizations focused on revealing deeper insights into business-critical KPIs such as sales won/lost metrics, collections success/failure rates, customer retention and churn data, risk intelligence, automated QA, and historical trend analysis.

Includes all of the Advanced Recording features, plus:

- Detailed voice analysis
- AI data analysis of multiple data sources
- Automated call summarization
- Automated PCI DSS, PHI, and PII redaction
- Automated AI transcription
- Multilingual transcription
- Detailed interaction and agent analysis
- Generative AI queries
- Sentiment analysis
- Interaction journey visualization
- User-defined scorecard flow control
- Advanced call filters and queries
- Comprehensive, out-of-the-box dashboards with dashboard gallery
- Self-configurable, drag-and-drop dashboard customization
- Automated email summary reports and notifications

CT Recording Solutions Matrix

| Solution Attributes | Core Recording License | Advanced Recording License | Conversation Analytics |
|--|------------------------|----------------------------|------------------------|
| Compliant Call Recording | ✓ | ✓ | ✓ |
| Cross Platform Integration | ✓ | ✓ | ✓ |
| Advanced Playback & Tagging | ✓ | ✓ | ✓ |
| Admin Licenses | ✓ | ✓ | ✓ |
| Unlimited Audio Storage | ✓ | ✓ | ✓ |
| Customizable Retention Policies | ✓ | ✓ | ✓ |
| Compliant Call Sharing | ✓ | ✓ | ✓ |
| Legal Hold | ✓ | ✓ | ✓ |
| Call Reporting Dashboard | ✓ | ✓ | ✓ |
| On-Demand Transcription and Summarization | ✓ | ✓ | ✓ |
| Enhanced Call Listing Page | ✓ | ✓ | ✓ |
| Enhanced Call Details Page | ✓ | ✓ | ✓ |
| Screen Capture and/or Video Recording | | ✓ | ✓ |
| Manual PCI DSS, PII, PHI Redaction | | ✓ | ✓ |
| QA & Team Member Evaluation Tools | | ✓ | ✓ |
| QA Supervisor License | | ✓ | ✓ |
| API Support | | ✓ | ✓ |
| Automated PCI DSS, PII, PHI Redaction | | | ✓ |
| AI Agent | | | ✓ |
| Automated Transcription | | | ✓ |
| Sentiment Analysis | | | ✓ |
| Detailed Voice Analysis | | | ✓ |
| AI data analysis of multiple data sources (Email, Chat, and Social Media) | | | ✓ |
| Multilingual Transcription | | | ✓ |
| Call Suppression | | | ✓ |
| Full-Text Search | | | ✓ |
| Automated QA Scorecard Editor | | | ✓ |
| Custom Dashboards (Overview, Agents, Agents Performance, Interactions, Customer Experience, Business Risk, Customer Satisfaction, CX Self-Service Automation Identification, Phrase Hits Analysis) | | | ✓ |
| Summarization | | | ✓ |

Discover what CallTower's revolutionary compliance call recording and conversation analytics solutions can do for your business.

Let's Connect