



Veritape Call Control

About Veritape Call Control

This module allows you to start, stop or 'bleep' calls. You have ultimate control over which calls (and which parts of calls) are recorded, and which are not.

Veritape Call Control will automatically remove sensitive data from recorded telephone calls, such as credit card details (ensuring PCI DSS compliance), passwords and sensitive medical information. It can be easily integrated with any existing applications (this requires some simple coding/scripting by your IT team). If this is not possible, Veritape can configure Call Control for you, using our ScreenScout technology.

What are the benefits for my business?

Veritape Call Control is a fully PCI DSS compliant solution. Sensitive information such as personal credit card information, sensitive medical data or passwords is removed from individual calls, so you can rest assured that your company is adhering to the rules governing the storage of sensitive data, and your clients can have peace of mind too. (Please see the section of our website entitled: 'Ask us about PCI DSS' for more information).

Veritape Call Control is all about flexibility. You can record some calls, while not recording others. You may want to exclude recording for a given customer or choose not to record calls of a sensitive nature (for example, routing callers to patients in hospital beds) although all other calls might need recording.

How does it work?

The application captures actual customer data from pre-defined parts of your web page or application. Using this information, and the actions your staff take, you can automatically:

- > Start, stop and pause a call recording
- > Insert a 'bleep' into a recording
- > Tag or label the recording with any relevant data

An example

This case study shows how Veritape introduced Call Control into a large motor company. To read this case study, go to: www.veritape.com/about-us/case-studies. To watch a video demonstration of Veritape Call Control and our ScreenScout technology, visit www.veritape.com and search for "pci dss demo".

Summary

Veritape Call Control offers a robust and flexible method for controlling call recordings. Particularly relevant in contact centre environments where quick solutions are required, it is quick to implement and offers compelling business benefits. For more information, visit www.veritape.com or call **0845 899 5500**.

PCI SSC Participating Organisation

Veritape is fast becoming a trusted voice and advocate of PCI DSS compliance issues. Veritape is the only call recording system accredited by the PCI Security Standards Council as a Participating Organisation. This means that Veritape is the only call recording company which has the opportunity to influence the future direction of the PCI standards as applied to call recording.



PARTICIPATING ORGANIZATION