



PRODUCT SHEET

March 2015

A SERVICE FOR THE PROACTIVE MANAGEMENT
OF VOICE RECORDING ESTATES

CALL MATCH

Call Match is a service that helps IT managers of financial companies to be proactive in their management of issues affecting their Voice Recording estate.

REGULATIONS KEEP YOUR COMPLIANCE OFFICERS AWAKE AND YOUR IT DEPARTMENT BUSY

With the increasing pressure of financial regulations, financial markets participants require assurance around the global efficacy of their voice recording ecosystems.

Financial Market regulatory bodies are increasing the burden of business requirements to the extent that it necessitates the continuous management of operational activities and risks. Associated with this are shorter investigation response times and stronger expectations around the proactive disclosure of any discovered issues.

Etrali assists Customers to manage operational risks more effectively by offering effective applications for Compliance Officers, and a proactive approach to the monitoring required to prevent major issues.

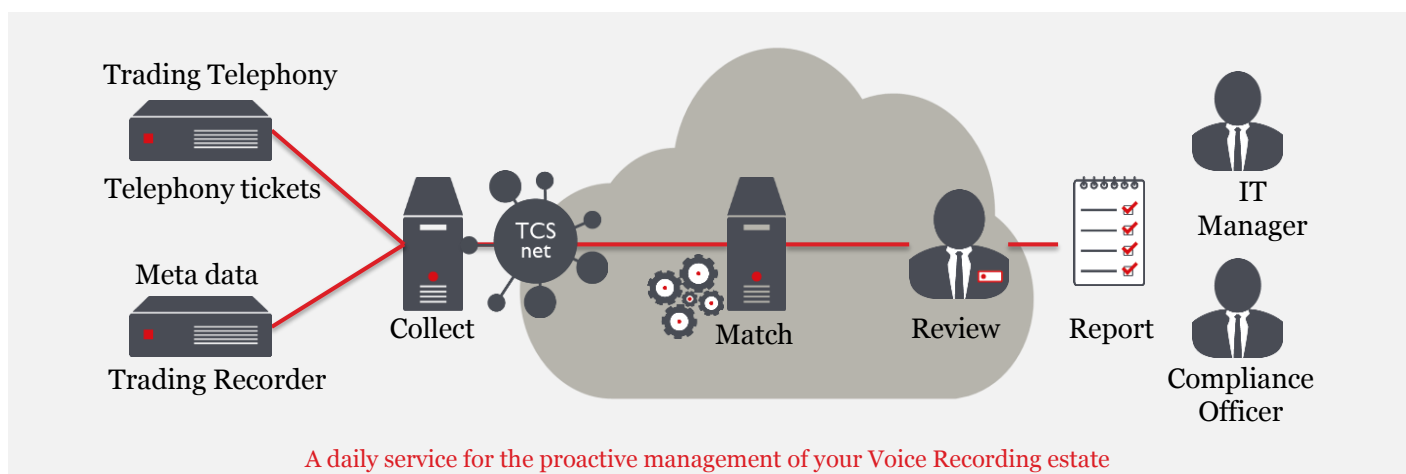
A UNIFIED COMPLIANCE SERVICE

Etrali Call Match is a service which forms part of the Etrali Compliance Services portfolio. These services are designed to assure the reliability of voice recording.

Etrali Call Match reconciles the telephony tickets (CDR) with the recording meta-data. A PDF report is generated with summary information and a detailed list of the unmatched calls and truncated recordings.

Etrali Call Match can be run on a daily basis, so the IT manager is notified of a potential defect quickly and can trigger the appropriate actions to resolve the problem. Moreover, the bank knows exactly which calls have been affected by the incident and can send the list to the regulatory body if required.

Etrali Call Match supports Etradeal and the Open Trade system as well as a set of common PBX and recording systems.



MONITORING RECORDING ECOSYSTEM EFFICACY

Daily report availability

Call Match delivers a standard report showing key metrics of recording ecosystem efficacy and detailing calls to be checked manually or investigated subsequently. The reports are made available to the customer via email or an Electronic Document Management System.

Service Highlights:

- Ongoing collection of call details files from telephony and metadata from recording systems
- Call match engine, based around multiple strategies, reconciles telephone calls with the recording metadata
- Engineer reviews, acknowledges and/or comments on the unmatched calls, truncated and 'orphan' records
- PDF Report generation with summary information and details on unmatched calls

The service is delivered and operated by Etrali from the Etrali Cloud leveraging the TCSnet trading dedicated network

Contact us to get more information on Etrali's Compliance Services portfolio and to get the latest updated list of telephony and recorders supported by the Call Match Service.

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