



# TATA COMMUNICATIONS GLOBALRAPIDE CLOUD VOICE RECORDING SOLUTION

**“Just the Voice You Need to Record and Share. Our Cloud-Powered Voice Recording Capture Every Word and meets your company’s compliance requirement”**

Cloud voice recording solutions are becoming increasingly popular as businesses seek to improve their compliance, quality management, and customer service processes. These solutions enable businesses to record and store voice conversations in the cloud, which can be accessed and analyzed in real-time or later for training and compliance purposes.

**According to a report by Markets and Markets, the global voice recording market size is expected to grow from \$1.6 billion in 2020 to \$3.7 billion by 2025, at a CAGR of 18.1% during the forecast period. This indicates a strong trend towards the adoption of cloud-based voice recording solutions.**



Additionally, the regulatory compliance requirements in several industries such as finance, healthcare, and insurance have also been driving the adoption of voice recording solutions. These industries need to ensure that all their interactions with clients or customers are recorded, stored, and accessible for audit and compliance purposes.

Furthermore, with the growing trend towards remote work, cloud-based voice recording solutions have become even more relevant, as they enable businesses to capture and store voice conversations from remote workers.

## Experience real-time recording with Tata Communications GlobalRapid Cloud Voice.



### Transcribing & API capability

A reliable and secure way to capture, analyze and store audio recordings.



### Integration with third-party systems

(CRM, call center management, etc.) for a comprehensive view of customer interactions. Improve customer service, monitor performance, and track sales and service effectiveness.



### Secured

Being critical and business-sensitive data, all the voice call recording files are stored in a secured cloud hosted at Tata Communication.



### Ease of management

Cloud voice recording portal accessible via the public internet and recording files downloaded (single or bulk) to make sure there is no business interruption.



### Call Recording Dashboard

Monitor interactions, measure performance, search, and access chats, examine comments, generate reports, organize and archive recordings for training and regulatory purposes.



### Multi-Tenancy

Enterprise Admin can define the role-based access management on recording portal as per business need.



### Legally compliant

Cloud Voice Recording solution is legally vetted solution by the industry expert legal councilors.

These advantages position GlobalRapid Cloud Voice Recording as a reliable and comprehensive solution for enterprises seeking global accessibility, robust infrastructure, seamless integration, scalability, advanced features, security, compliance, and dedicated support.

## WHY TATA COMMUNICATIONS



### GLOBAL REACH

Deploy and access the service in multiple locations worldwide, making it suitable for multinational organizations.



### ROBUST INFRASTRUCTURE

Built on a reliable and highly available platform, ensuring continuous recording and storage of voice interactions without interruptions.



### SEAMLESS INTEGRATION

Easily integrates with various communication systems and applications commonly used by enterprises, ensuring a smooth deployment process.



### FLEXIBILITY AND SCALABILITY

Scale voice recording capabilities based on evolving needs without significant infrastructure investments, enabling quick adaptation to changing business requirements.



### SECURITY AND COMPLIANCE

Adheres to industry best practices and regulatory requirements, implementing robust encryption, access controls, and secure storage mechanisms to safeguard sensitive voice recordings.



### SUPPORT AND EXPERTISE:

Provides dedicated support and guidance from experienced professionals to assist in deploying and managing the solution, addressing specific business needs.

For more information, visit us at [www.tatacommunications.com](http://www.tatacommunications.com)

CONTACT US



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