



Miss nothing with Mobile Voice Recording

Help your customers keep track of their calls and SMS messages

In heavily regulated industries like finance, recording calls and messages is vital – and, in many cases, compulsory. With Mobile Voice Recording (and SMS capture) for Complete Mobile, you can make sure your customers can keep track of everything, even when their people are using mobile phones instead of landlines.

This solution brings a new dimension to your EE mobile portfolio, giving you a crucial competitive edge.

Network-level recording

Mobile Voice Recording offers SIM-based recording at the network level. That means it has several key benefits:

Device independence: Calls and SMS are captured, whether they're on an advanced smartphone or a basic feature phone.

Complete control: You or your customer manage the recording feature, and it can't be deactivated by the end user.

No apps: Nothing extra needs to be installed, reducing support queries and potential mistakes by users.

No disruptions: Calls aren't diverted or delayed, so users get a normal mobile experience.



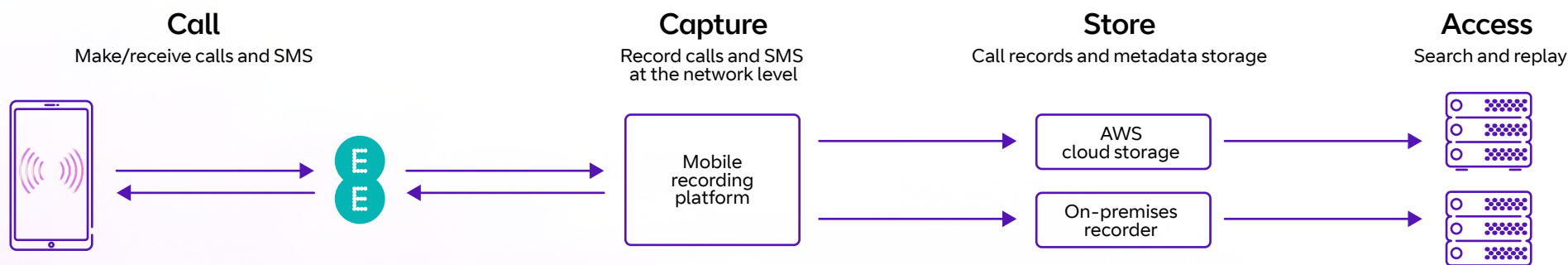
Roaming and recording

As well as covering users when they're in the UK, Mobile Voice Recording works when roaming on compatible networks too. Inbound calls are always captured, as are SMS messages, regardless of where the user is roaming.

Flexibility delivery and storage

Your customers can store their recordings using on-site infrastructure or they can unlock the power of the cloud. Using cloud storage from Amazon Web Services, they can retrieve and analyse their recorded calls and messages, wherever they are in the world.

How it works



Why BT Wholesale?

We're your partner - With Complete Mobile and our Partner Plus programme, we give you all the tools, resources and support you need to succeed.

Powered by EE - We provide you with direct access to EE, the UK's best network for 11 years in a row.¹

Complete portfolio - Our solutions enable you to serve all your customers' needs.

Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2024. Registered office: 1 Braham Street, London, E1 8EE. Registered in England No. 1800000.

November 2024

Total security

Mobile Voice Recording is designed to comply with key business regulations including:

- Markets in Financial Instruments Directive (MiFID II)
- General Data Protection Regulation (GDPR)
- Senior Management Arrangements, Systems and Controls (SYSC 10)

The service is protected by multiple firewalls, and all data is encrypted using Advanced Encryption Standard (AES) and Rivest-Shamir-Adleman (RSA) standards. Robust access controls let you easily define who can and can't see the data. Plus there's a full log of user actions, so you have full visibility on what's been happening.

Learn more

For more information, speak to your account manager or visit btwholesale.com/products-and-services/mobile/complete-mobile

¹EE, BEST NETWORK 11 YEARS IN A ROW: Based on RootMetrics® UK RootScore® Report: H1 2024. Tested at locations across the UK with the best commercially available smartphones on four national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit ee.co.uk/claims for more details.

