



# CAS Automatic Data Extraction (ADE)

A smart portal which automates the process of retrieving CDRs and voice calls across multiple voice recording systems

## Solution Sheet

### Highlights

- > A globally deployed CAS system that extracts CDR and voice calls from Nice or VFC using an employee's ID
- > A simple on demand API that allows banks to send adhoc request for calls records with any date range
- > The Data is moved to the bank's repository

### Compliance Officer Drivers

- > Ability to accurately gather call recordings
- > Reduces the time required to collate call recordings
- > Surveillance tools are able to use the call recordings for transcription and reporting
- > Complies with local regulatory requirements where data is kept in country

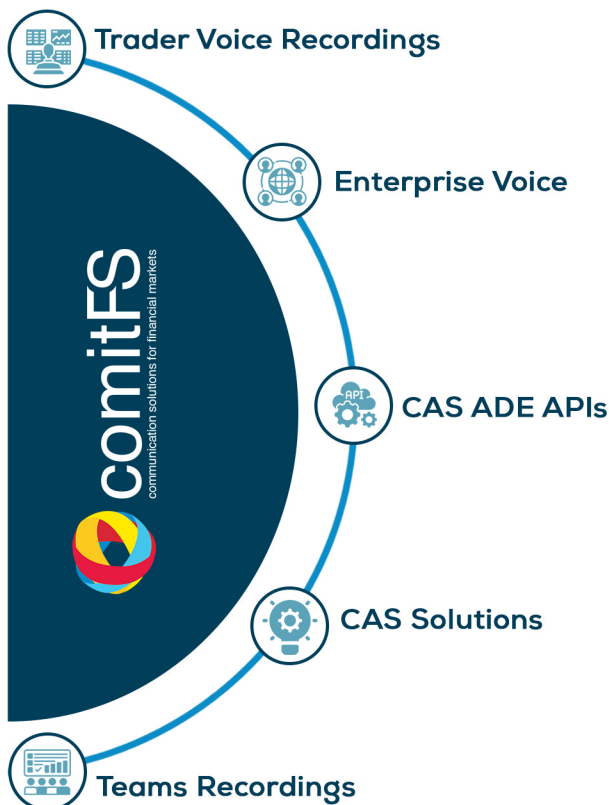
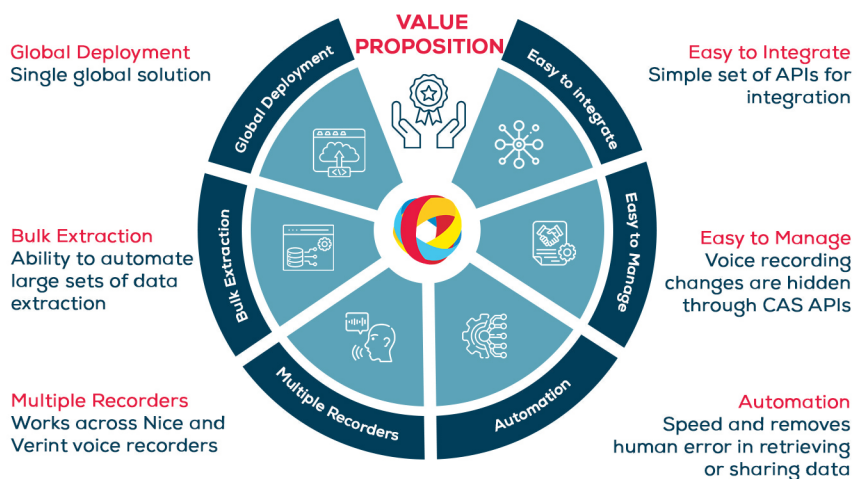
### Voice Recording Governance Drivers

- > Automation of call recording collection
- > Ability to operate across multiple voice recording systems
- > Multi-search and bulk download features for extraction are driven through CAS APIs

comitFS Application Server (CAS) ADE collapses the time and effort Compliance Officers discharge when retrieving data different voice recording systems of a regulated persona. CAS ADE removes complexity by working across Nice, & Verint Recorders. Our service address two use cases for our customers,

> CAS ADE allows compliance officers to understand routine voice surveillance oversight retrieving and presenting voice recording a regulated persona who consumes Nice & Verint.

> CAS ADE allow compliance officers to initiate regular planned extractions into customers other surveillance vaults such as Bloomberg. CAS not only validates the extraction has taken place, it also normalises the data into the customer surveillance partners vault.



The normalisation and linking of data records across platforms and recorders provides a richer CDR data set that enables a holistic set of reporting capabilities, such as:

- > Cross platform call participant data
- > CDR to Voice Recording access and reconciliation
- > System health through data cross checks

All reports can be grouped and filtered across any data set, such as

- > Group / User / Location
- > Platform / System / Line
- > Date / Time

## Today Challenges & Risk

65% of Compliance Officers respondents in Reuters Risk & Compliance Survey that streamlining and automating manual processes would help reduce the complexity and cost of risk and compliance.

Many banks are receiving multiple requests across the globe from the compliance officers to gather voice recordings. The time to gather and respond to these requests are reducing and the effort and costs are increasing.

## CAS ADE – Auto Data Extraction

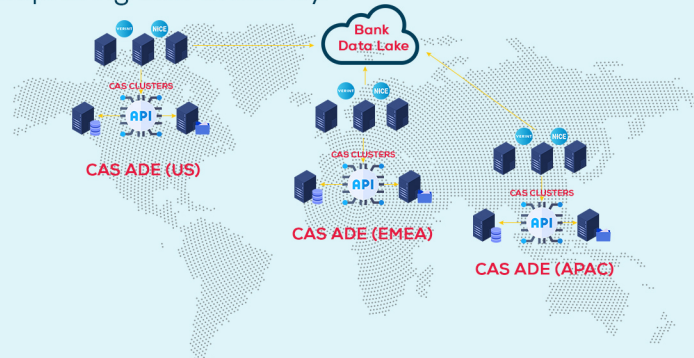
### CAS Highlights

Compliance & Analytics

- > A globally deployed CAS system that extracts CDR and voice calls from Nice or VFC using an employee's ID
- > A simple on demand API that allows banks to send adhoc request for calls records with any data range
- > The Data us moved to the bank's repository
- > Regular extraction requests
- > Embraces or own comchain schema

A Swiss customer initiates 1 request to extract data from both VFC and Nice NTR for Voice Recording Records on demand.

CAS ADE stops compliance officer searching across multiple voice recording portals, improving their efficiency.



CAS ADE also helps customers extract data from Nice and VFC, sending the CDR and voice files into Bloomberg Vault or the banks chosen compliance and surveillance tools

### CAS Middleware

### CAS Connectors



## ROI

### Voice Governance

The sheer volume of voice recordings need to be accurately searched and downloaded securely and meet CID regulations. The CAS ADE solution automates and accelerates this volume challenge. The strict access controls that apply to the CAS ADE solution avoids any data security leaks.

### Compliance Officer

With a recent survey indicating 70% of compliance issues are tracked back to human error, the need to find or share voice recording continues to be of the utmost importance. The CAS ADE solution ensures all investigations are quickly and accurately serviced to keep the bank compliant.

# 70%

### Trader Voice Operations

Embracing automation remains a strategic imperative for time pressed operational teams. CAS ADE helps customers sweat different voice recording assets by ensuring voice recording in either system are ready accessible.

### About comitFS

comitFS is a market leader in providing customers with a single middleware that ensures regulated conversations on devices work seamlessly within customer applications. Today 4 of the worlds Top 10 Investment Banks choose comitFS.

comitFS is unique, in that our API middleware, CAS (Common Application Server), spans all major turret vendors and digital workplace operators including IPC, BT, Cisco, Avaya and Microsoft Teams. CAS improves the workflow for multiple personas in wealth, private, corporate and investment banking. The CAS platform provides a range of benefits across the organisation:

- > Accelerate development and agility, providing developers a single API to code against
- > Control costs, CAS software scales across multiple user personas driving savings
- > Mainstream digital first plans, blending high touch conversations with desktop apps
- > Supporting regulatory requirements, ensuring media remains on the regulated user device.

[www.comitfs.com](http://www.comitfs.com)

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