



CAS Ready For Business

Automating Excellence: Streamlining Operations for Success
Solution Sheet

Highlights

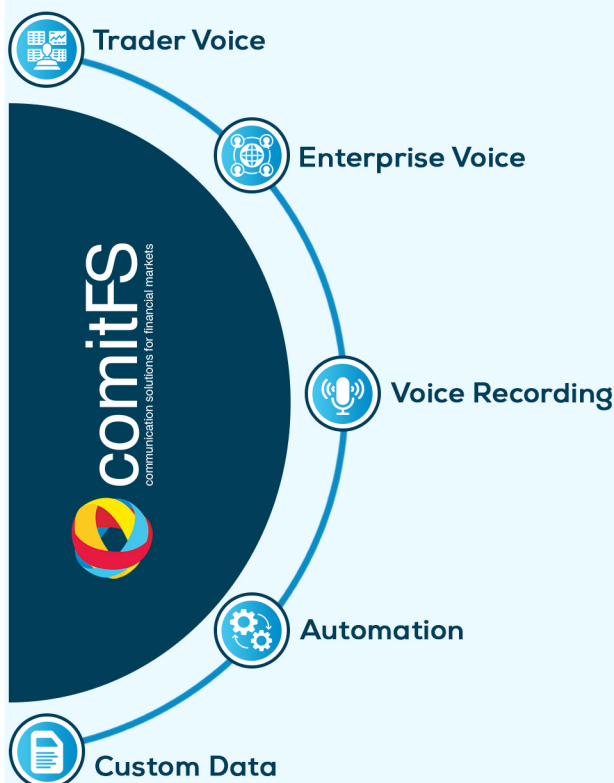
- › Automated tests on user devices
- › Displays robust oversight to regulators
- › Support banks automation agenda
- › Independent test of turret manufacture
- › Independent test of voice recorder

Head of Engineering Drivers

- › Loss of recording identified early
- › Automation create a proactive service
- › Automation frees up engineering resources
- › Automation increases reliability after patching

Head of Risk/Compliance Drivers

- › Validates test calls are being recorded
- › Fully auditable record of all tests
- › Testing removes reliance on people
- › Scale tests without increasing costs



With 70% of compliance issues tracked back to human errors, automated tests on Traders Regulated Turrets has never been more important.

CAS (Communication Application Server) Ready For Business (RFB) is an independent, automated floor-testing application for Turrets, designed to enhance diagnostic capabilities for operations and engineering teams.

CAS RFB initiates a test call, which is then verified using the CAS middleware and call history to confirm if the call was made (CTI), if a call record exists (Call Data Record), and if a voice recording is available.

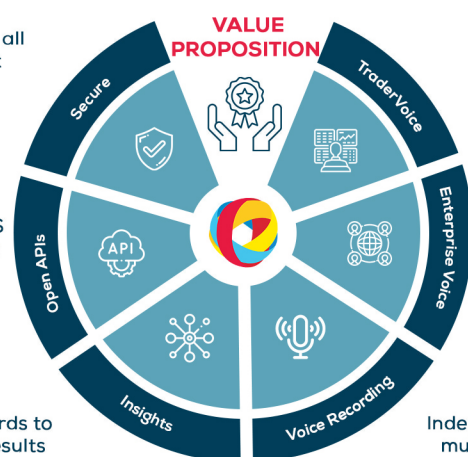
CAS RFB can independently check the Voice Recording files to ensure that

- The durations of associated voice recordings match the time each participant was on the call.
- The quality of the recording generated from an independent predictive Mean Opinion Score (MOS) score is displayed.

Secure
Secure by Design, all data encrypted at rest

Open APIs
Write against CAS APIs to undertake RFB tests

Insights
Dynamic dashboards to review RFB test results



Trader Voice
Test multiple trader voice platforms

Enterprise Voice
Test Cisco and Microsoft Teams voice systems

Voice Recording
Independent tests across multiple voice recording platforms

Built in co-operation with some of the worlds top banks, CAS RFB delivers a rich set of walk the floor test scenarios can be completed including

- › Any Handset
- › Any Speakers
- › Intercom
- › Private Wires

And if validating the audio file left from a RFB test is important we can tap into our knowledge of Voice Recording APIs to extract the audio file quality test, or if you want to maintain full independence oversight comitFS provide sour own test of the audio file stored in the voice recorder.

RFB also helps the work life balance of engineers, who are often required to work weekends to support an upgrade. Customers use RFB to test the turret and voice recording estate is working after an upgrade. The outcome being engineers finish work more quickly as they don't have to invest time in undertaking walk the floor testing before they upgrade concluded. RFB does the repetitive task for the engineers.

Today's Risks & Challenges

Regulator such as FINRA, SEC, FCA and MAS have set out clear expectation of trader-client voice communications being recorded. Critically banks also need to demonstrate appropriate checks and balances are in place to avoid large volumes of voice recording being lost.

All major banks have a clear strategy to use Robotic Process Automation (RPA) as a means of delivering a level of oversight to address regulators expectations.

Out of the box dashboards

Alerts can be viewed in the CAS RFB portal or exported into our customers own dashboard tools such as, Splunk.

RFB Summary Totals

	Tests	Alerts
Today	250	1
Yesterday	249	0
Last week	1250	6
Last 4 weeks	6001	12

RFB Summary Breakdown

	CIT Failures	CDR Missing	VR Missing
Today	0	0	1
Yesterday	0	0	0
Last week	0	3	3
Last 4 weeks	2	5	5

ROI

Head of Trader Voice Engineering

The need to have all regulated users recorded can be difficult to upkeep in such a fast pace industry. By the time you have checked a device, it needs to be checked again. RFB allows for the Head of Engineering to check that all conversation channels are recorded and compliant. Weekend patching is a thorn in the side for an engineer, RFB takes the need for an engineer away and allows the Head of Engineering to make sure everything is up and running.

Head of Compliance

The 2023 Reuters Cost of Compliance Survey stated 71% compliance officers believe regulatory focus will increase on personal liability of senior managers.

CAS RFB help demonstrates the very best industry best by adopting Robotic Process Automation on manual task in which human error can often occur. Thereby helping senior manager have a fully auditable method of showing oversight regulated turret and voice recording are working.

71%

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. 5 of the world's Top 10 Investment Banks have chosen to with with 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

TRANSFORM

WORKFLOW

OVERSIGHT

