



CAS Oversight

Unlocking insights from the call meta data of every conversation
Solution Sheet

Highlights

- > Uncover insights from call meta data
- > Out of the box dashboard
- > Secure role base access controls
- > Build your own dashboards

Head of Desk Drivers

- > Call Flow Trends
 - > Missed Calls
 - > Inbound Calls
 - > Outbound Calls

Trader Voice Owner Drivers

- > Utilisation of assets
 - > Turrets
 - > Private Wires
 - > DDI

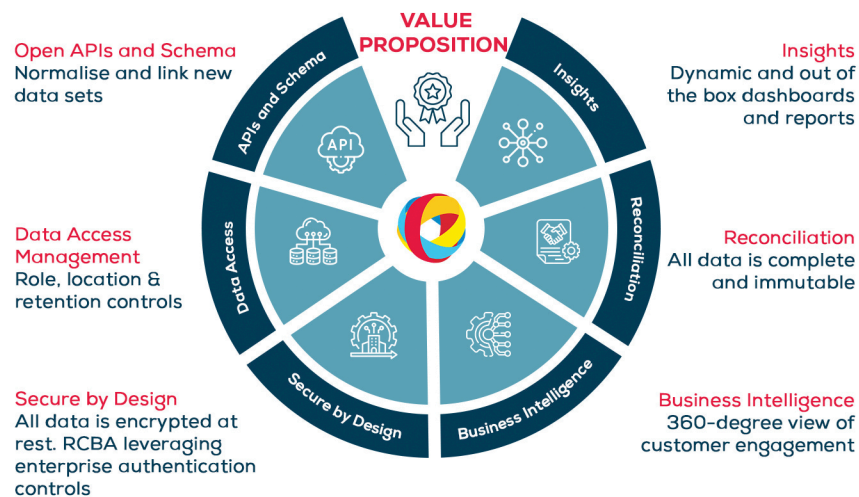
Trader Ops Drivers

- > Call Correlation with Voice Recorder
- > Full integration with **CAS RFB**

CAS Oversight is a call data reporting application designed to provide customers with deep and real-time insight from the call meta data generated on the trading floor.

CAS Oversight provides our customers with a series of dashboards which instantly resonate with varied business priorities of Heads of Desk, Product Managers and the Operations teams working in and around the trading floor.

Data linking and reconciliation enables system status reports for missing data as well as confirmation reports following data and platform migrations.



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

The Open API and ComChain Schema delivers the ownership of data to the bank and with it the means to extend the reports and data access, delivering solutions such as:

- > Transcription and Biometrics analysis
- > Customer profitability to call reports
- > Linking of other conversation types, such as IM, Mobile and SMS
- > Integration to banks own BI Dashboards



Today Challenges & Risk

Every bank values call meta data insights generated from Regulated Traders conversations, but there traditionally been a requirement to purchase several applications to serve the differing requirements of Traders, Product and Operational Owners working in and around the Trading Floor.

Out of the box dashboards

Head of Desk

EOD Missed Call Summary

	Total Calls
Today	0
Yesterday	0
Last week	5
Last 4 weeks	5

Trader Voice Product Owner

Line Utilisation Summary

	Unused DDI	Unused PW
Today	54	10
Yesterday	53	10
Last week	52	9
Last 4 weeks	52	9

Trader Voice Operations

EOD Summary Totals

	Tests	Alerts
Today	35	7
Yesterday	24	2
Last week	228	79
Last 4 weeks	228	79

EOD Inbound Call Summary

	Total Calls
Today	2
Yesterday	1
Last week	16
Last 4 weeks	16

User Line Utilisation Summary

User	Today	Yesterday	Last Week	Last 4 Weeks
JT	17	14	122	122
z1_test_user1a	3	6	47	47
chiru	15	2	44	44
aiden	1	1	10	10

EOD Summary Breakdown

	COR Missing	VR Missing
Today	0	7
Yesterday	0	2
Last week	0	79
Last 4 weeks	0	79

ROI

Head of Desk

Buy side customers acknowledge the premium of working with High Touch Traders. The Head of Desk must therefore ensure the highest standards are maintained. CAS Oversight provides an instant snapshot allowing Head of Desk to measure and proactively address failing KPI's, such as missed calls.

Trader Voice Product Owner

Trading Floors incur 30x premium to run against traditional UC persona. It is, therefore, vital that every dollar spent is being fully utilised. CAS Oversight provides this snapshot enabling the measurement that assets.

30X

Trader Voice Operations

Failures in the recording of regulated conversation on a trading floor cause untold damage to banks. CAS Oversight provides the ability to constantly monitor calls being placed on devices comparing that to those in the recorder every single minute of the trading day. This proactive monitoring ensures failures can be captured and remediated as quickly as possible.

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 5 of the worlds Top 10 Investment Banks choose comitFS.

comitFS is unique, in that our API middleware, CAS (Common Application Server), spans all major turrent 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

