



POWERED BY **IXCLOUD HYBRID** **COMPLIANCE RECORDING**

Introducing IXCloud for Cisco Webex and Contact Center Compliance Recording Solution - the ultimate cloud-native platform that guarantees your business meets the highest compliance standards, effortlessly.

This easy-to-deploy, cost-effective solution ensures seamless operation while ticking all the necessary compliance boxes. With a host of advanced features designed to enhance agent performance and drive productivity, IXCloud enables efficient recording and monitoring of conversations, fortifies data security, and ensures your business stays agile in the face of regulatory changes. Experience the next level of operational efficiency, compliance, and performance—get started today and elevate your business to new heights with IXCloud.

INNOVATIVE FEATURES



Roles-Based
Access Control



Intuitive Web-Based
User Interface



Granular Retention
Profiles By Groups



Legal Hold



Call Playback
Log



Securely Share Calls
Internal With Members
Of Your Organization
Or Externally With An
Expiring Link



GDPR
Deletion



Call Activity Record
And System Audit
Trail



Transcription
Including Keyword
Search (Optional
Add-On)



OPEN API

AND MORE...



BENEFITS



Enhanced compliant repository for your calls



Long Term Storage



Quick and hassle-free deployment



Meets various regulatory compliance standards including HIPAA, MIFID II, GDPR and more



Easy to deploy and maintain



Cloud-native

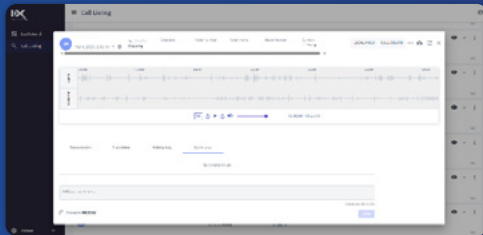


Data Sovereignty



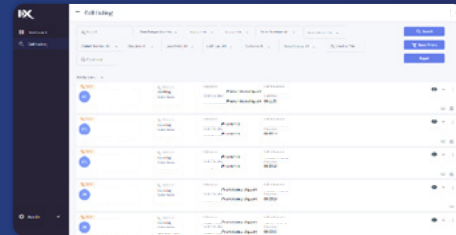
Options to bring your own Azure storage account

PRODUCT FEATURES



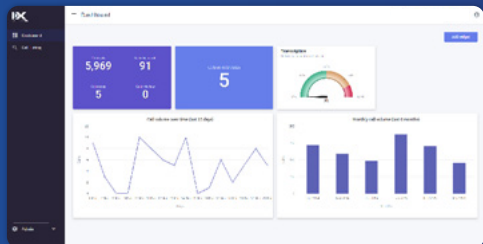
CALL DETAILS

Dive a little deeper into the call on the call details page. Review transcription (if purchased), see a call activity audit, add comments, place a legal hold, or request a GDPR deletion.



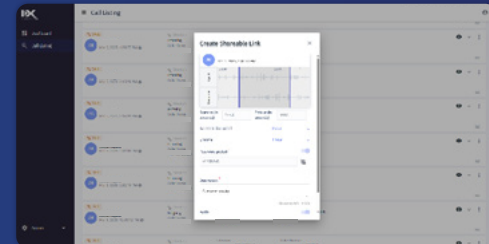
CALL LISTING

Easily search and retrieve calls through an intuitive call listing page. Search by agent, date and time, caller name and number, and more... Keyword search is available if the transcription is enabled.



DASHBOARD

View recorded call metrics, storage, and transcription utilization in a single dashboard



SECURELY SHARE A CALL

Calls are encrypted in 256BIT AES Encryption and digitally signed for tamper-proofing. Securely share calls with internal or external contacts without downloading an unencrypted file.