



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.

IXCloud also supports AI-driven post-call analytics, allowing reviewers to request AI outputs on demand for selected Cisco recordings.

This helps teams accelerate review workflows while maintaining control over when and where AI is applied.

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



AI-Driven Post-Call Analytics

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



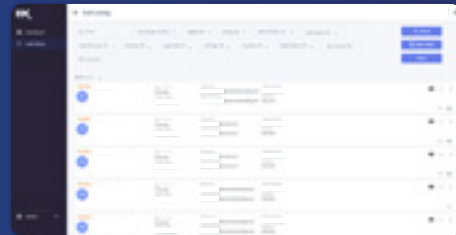
Options to bring your own Azure storage account

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.