

Horizon Call Recording

Call Recording - stay compliant and improve employee performance

Is Horizon call recording the solution you've been missing?

Many businesses may see call recording as a box to tick on their compliance checklist but there are so many benefits to a robust call recording service beyond preventing legal headaches.

Horizon Call Recording is a secure and compliant recording service, custom built for Horizon and embedded within our core network. It offers a reliable way to record all incoming, outgoing and internal Horizon calls as well as conference calls. With simple user-based pricing, customers can benefit from unlimited recorded calls and no upfront costs.

Managed via a web portal it allows the user to record inbound or outbound calls for compliance, customer service, dispute resolution, employee training or audit purposes.

Key Features

- MiFID II compliant
- Bolt-on on a per user/month basis
- Record at user level not number level
- Record all Horizon calls (incl. internal and mobile if on Connect)
- Full encryption and secure storage
- Different retention options (3mth, 6mth, 12mth, 3yr, 5yr and 7yr)
- Auto-deletion at end of retention period
- Call recording modes: Always On, Always On with Pause/Resume, On Demand and User Initiated Start
- Call recording portal with permissions-based access to the recordings
- Dashboard of recordings with advanced search and full call details
- Full audit logs and reporting
- Playback in browser
- Individual and bulk download of calls
- User controls on VVX / soft clients

Why record your calls?

Employee training - Call recording allows businesses to listen back to the calls made and received by their employees for training and monitoring purposes. This allows them to highlight specific areas where an employee requires more support as well as highlight examples of great performance.

Dispute resolution - Call recording provides an accurate record of conversations held between employees and customers which can be used to settle any disputes raised by customers.

Industry compliance - MiFID II regulations apply to the financial services industry, specifically mandating recording of client interactions leading to sale/trade. Our new call recording provides a compliant retention period subscription.

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Feature	Existing Platform	New Platform	Benefit
MiFID II compliant	✗	✓	Recordings made provide full visibility of call properties eg timestamp, calling parties and associated meta-data to meet compliance standards
Records internal calls	✗	✓	For training and monitoring as well as MiFID compliance
Records mobile calls	✗	✓ *Only for Connect users*	ALL traffic is recorded under a single subscription where a user has call recording active – no additional charges
Audit trail	✗	✓	Full trail of activity performed against a recording and by whom
Search facilities	Limited	Full	Easier to find a specific call
Recording playback	Download only	Download & in portal	Allows easier auditing / search for calls as no longer need to download to listen
Charging basis	Per GB of storage used	Per user	Simpler pricing structure with no limits on recording storage – no need / pressure to download / delete recordings to avoid extra charges
Recording storage	Charged for	Unlimited	
Portal access	Within Horizon	Dedicated portal	
Multiple portal access policies	✗	✓	Allows user to permit different actions to different user types – retains compliance when granting access to 3rd parties for support
Automatic deletion	✗	✓	Recordings are automatically deleted at the end of the chosen retention period
Recording controls	✗	✓	Available on VVX devices and Horizon desktop – allows user to easily pause/resume recording of calls when required eg when taking card details over the phone

Contact us to request a demo and learn how Call Recording can help your business

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