

# Verint Financial Compliance Operations Check

Today's financial services organizations are pursuing automation to help prevent or identify issues before they pose severe problems for their business. Automated testing of communications channels is a new approach to help companies better manage compliance risk, improve operational oversight, and become more responsive to change.

Verint® Financial Compliance Operations Check™ is a vendor-agnostic, automated solution that conducts systematic audio quality testing and scoring across handsets, communications platforms, and voice recorders. It can verify that recording systems are writing calls to disk with acceptable voice quality that is auditable and optimal for playback and analysis. It can also proactively emulate the use of multiple communication paths, providing active quality checks against a vast range of telephony and voice recording environments.

Trusted by global banks, investment firms, asset managers, and trading rooms, Verint Financial Compliance Operations Check offers intelligent automation and accurate verification mechanisms to help ensure that any interaction your business captures has a consistent quality to meet strict regulatory standards. Besides helping you remain compliant with industry policies and government regulations, this solution can enable you to:

- Leverage pre-scheduled or on-demand functional testing of handsets and recorders, agnostic of routing, intermediate technologies, and interpretation of results.
- Measure and confirm the quality of audio recordings with automated, systematic testing across all communication paths.
- Ensure workstations, voice platforms, and call recorders are available, and that calls can be retrieved correctly, in an auditable fashion.
- Mitigate degraded service after internal changes or upgrades to the communications and recording infrastructure.

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## Now you can:

- Automatically test audio quality on handsets, communication flows, and recording without human intervention.
- Identify service anomalies and avoid non-compliance, particularly after changes within the telephony and recording environment.
- Help your operations and IT teams meet monitoring and testing requirements more effectively, with fewer resources and less cost.
- Enable compliance teams to provide evidence of trade-related interactions for compliance and audit requests by regulatory bodies.

# Verint Financial Compliance Operations Check

## Leverage Intelligent Automation for Audio Testing

Verint Financial Compliance Operations Check provides intelligent automation and verification to confirm your recorded and stored voice data can be used to reconstruct the chain of events of a financial trade. Designed to modernize and automate operational assurance, the solution can help relieve your engineers and administrators from wasting time on repetitive manual checks, enabling them to focus on more value-added tasks.

With Verint Financial Compliance Operations Check, your business can implement a comprehensive testing regime to help reduce the risk associated with the go-live for new services, applications, and infrastructure. It can test every trading turret, collaboration tool, and telephony endpoint after an internal change or upgrade to make sure services are fully operational at the start of a shift or working day.

## Ensure Consistent Voice Call Data Quality

Verint Financial Services Operations Check can enable your business to:

- Maintain quality by verifying that recording files are valid, and captured interactions have acceptable quality.
- Check the accuracy of call metadata and availability on the recorder search and replay engine.

- Ensure all communications by regulated users who use collaboration or trading turret platforms are being recorded.
- Sustain consistent voice quality through file testing and speech quality analysis.
- Gain clear visibility of your data and leverage advanced reporting via user-friendly dashboards.
- Generate exception reports against degraded voice quality scores, call failures, or metadata.
- Automatically confirm functionality of the recorded communications and recording system. You can create global standards and processes that meet stringent regulatory requirements.

The solution is an integral part of our Automated Verification offerings, which provide a cohesive, unified response to evolving regulatory demands in the financial services industry. They deliver improved operational intelligence to help businesses manage risk, foster compliance assurance, and leverage end-to-end automation through a scalable, resilient architecture.

## Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

## The Customer Engagement Company™

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