



What Is the Value of Cisco Digital Voice Management?

Modern retail banks face a growing body of regulatory requirements and corporate mandates governing customer transactions. As more customers turn to local bankers to conduct their financial business, banks are challenged to capture all telephone or audio-based interactions at the branch office to protect themselves and their customers.

The Cisco® Digital Voice Management solution provides a complete, cost-effective voice recording and management solution for bank branch offices, using the Cisco network you already have in place. By integrating a centralized voice recording solution into your existing Cisco integrated services router, you can quickly and easily meet regulatory requirements, protect against fraud, and improve customer service and operational efficiency—without investing in costly dedicated recording equipment and onsite technical expertise.

What Problems Does It Help Solve?

Today's bank branches are challenged to:

- Comply with regulatory requirements and corporate mandates: Growing compliance regulations such as Sarbanes Oxley, Markets in Financial Instruments Directive (MiFID), and Japan's Financial Instruments and Exchange Law are increasing the need to record verbal customer interactions at the branch office.
- Protect the bank and its customers: With growing risk of fraud and theft, banks need clear records of every customer interaction.
- Speed resolution of disputes: The ability to quickly and easily locate recordings of verbal transactions is essential for resolving errors and disputes.
- Improve customer service: To improve the customer experience, ensure customer loyalty, and increase cross-sell and up-sell opportunities, banks need to be able to capture customer intelligence and employee performance for all branch-office transactions.
- Add capabilities in the branch office as cost-effectively as possible: Banks need to implement new voice recording capabilities without making major new investments in costly recording equipment or adding to the responsibilities of onsite branch-office employees.

Cisco Digital Voice Management

The Cisco Digital Voice Management solution, part of the Cisco Customer Collaborative Experience for retail banking, provides a comprehensive voice recording solution for bank branch offices. Based on collaboration between Cisco and NICE, a leading global provider of voice recording systems for financial institutions, the solution integrates digital voice recording capabilities into the Cisco integrated services routers that you already have deployed.

Cisco Digital Voice Management automatically captures all voice transactions, stores audio data locally on the router, and then forwards it to a central data center for archiving during periods of low network traffic—with all administration and ongoing maintenance handled centrally. As a result, you can implement a complete, cost-effective voice recording solution without adding expensive new recording equipment or technical expertise at branch-office locations.

What Are the Benefits of Cisco Digital Voice Management?

Cisco Digital Voice Management:

- Provides a quick, cost-effective solution for complying with legal and regulatory requirements, and reduces risk of noncompliance
- Improves protection for your bank and customers against fraud or errors
- Increases efficiency in resolving disputes with the ability to locate records of any customer interaction in seconds
- Reduces paperwork through the ability to capture verbal commitments and record interactions automatically as they occur
- Enhances efficiency by replacing branch server based recording mechanisms with a simple, centralized solution that requires no onsite technical expertise
- Improves customer service through the ability to capture and analyze customer intelligence in a central repository, and measure employee performance throughout the enterprise

Why Cisco?

Cisco is a proven leader in technology solutions that power the largest financial institutions in the world. With a broad suite of intelligent, highly secure solutions for retail banking, Cisco can provide a comprehensive network solution that brings intelligence, efficiency, and enhanced service to every customer interaction.

Cisco solutions for retail banks offer the following benefits:

- Built to meet the unique business, regulatory, and security challenges of financial institutions
- Designed and engineered to unify all network and communications tools into a single, secure, converged network
- Built on open and evolving standards that can easily incorporate new and innovative business processes, applications, and devices
- Backed with world-class support through the award-winning Cisco Technical Assistance Center (TAC)
- Forward-looking solutions with extensive roadmaps to continually support your business as it evolves