Call Recording with BlackBerry smartphones

The CIO’s Guide
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To help manage risk and comply with regulations, many businesses in the financial and other sectors are recording telephone conversations, including those on mobile devices. To help them achieve compliance, BlackBerry® Mobile Voice System (MVS) is designed to integrate with their corporate call recording platforms.

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Financial organizations, call centers, and others that do business with customers and partners on the telephone know there are risks associated with voice communications and phone-based transactions. To manage that risk, and in some cases to comply with regulations, they frequently record their telephone calls. In an effort to combat market abuse, some jurisdictions have established legal requirements for call recording. In the United Kingdom, for example, the Financial Services Authority (FSA) requires firms that receive client orders and arrange transactions in the equity, bond and financial commodity and derivatives markets to record all relevant calls.¹

Where do mobile communications fit?

Recording calls to and from land lines is relatively straightforward. But until recently mobile calls have presented more of a challenge. Typically, they have not been part of call recording requirements or solutions. They were excluded, for example, from the original FSA call recording ruling because it was acknowledged that effective technology for capturing mobile communications was not available.

That has changed. With an increasingly mobile workplace, rapid growth in the use of smartphones and other mobile devices in the corporate world, and the development of more sophisticated recording solutions, mobile call recording has become an integral part of corporate call-recording platforms. Increasingly, mobile call recording is becoming not just a good idea but a requirement — in the UK, for example, the FSA’s 2011 ruling PS08/1 stipulates that relevant communications on mobile devices are no longer exempted from their recording requirements.²

What does it mean for CIOs?

Adding mobile communications to the call-recording scenario presents CIOs with new challenges. Ultimately, no matter what technology they choose to handle their recording needs or wants, when it comes to the responsibility for achieving corporate objectives and adhering to regulations, the buck stops with them. The onus is on the CIO to understand the options when it comes to selecting a mobile call recording solution, and to deploy and administer that solution.

What does it mean for CIOs?

It is relatively straightforward to record calls made from and to landlines. That’s because the calls all pass through a single point — the corporate Private Branch Exchange (PBX). Mobile calls, on the other hand, can have many different points of entry and exit in an organization, making recording them more problematic.

There are different ways to overcome the challenges and ensure that mobile calls are included in your call recording solution. They’re not all created equal though, and some tend to be more reliable, cost-effective, and secure than others. One approach is to have people call one number, key in a second number, and then wait for a call back on a line that is recorded — obviously less than ideal for both the caller and the organization.

Another option is to install client software on mobile phones on which conversations are to be recorded. Although this ensures that calls made from and to mobile devices are recorded, it tends to be less reliable and secure, as mobile users can manipulate the client software. And it comes with a heavier administration workload for IT when devices or software need upgrading.

A third option is to route all calls to and from mobile devices through the corporate PBX. The advantages of this approach include the fact that there is no need to install and maintain client software on the smartphone, call recording administration is centralized, calls are made just as they would be on corporate landlines, and it leverages the existing corporate call recording system.
The BlackBerry Mobile Voice System (MVS) follows the third option for recording mobile calls. There is no client software to install on the BlackBerry smartphone, and no recording done by MVS itself. Instead, an IT administrator simply configures the BlackBerry smartphones that will be used for business purposes, so that all calls to and from those mobiles are routed through the corporate PBX. These calls can then be recorded using the same call recording platform used for landline call recording.

How it works

Using the MVS Only feature of BlackBerry MVS, an administrator configures the MVS server to restrict the BlackBerry smartphone, so that it can use only the BlackBerry MVS work line when using the cellular network. This prevents the BlackBerry user from using the cellular line to place or receive mobile calls that are not routed through the corporate PBX. And it makes BlackBerry calls available for recording using the same corporate platform and standards as landline calls.
Benefits of the BlackBerry MVS approach for call recording

By routing calls made to and from BlackBerry smartphones through the corporate PBX rather than through a cellular network, the BlackBerry MVS Only option ensures that mobile calls can be treated the same as landline calls, and recorded using the corporate recording platform.

Benefits of this approach include:

**Transparency**
Calls are made normally, as they would be for any mobile call, with rerouting through the PBX transparent to those making the calls and those receiving them.

**A consistent corporate presence**
Because calls are routed through the PBX, caller identification displays the same corporate identity as the organization’s landlines, ensuring a professional interaction with clients.

**Lower IT overhead**
No client software to install and upgrade means no added effort and cost for IT.

**Reliable, centralized control**
Mobile calls can be recorded the same way landline calls are, using the same platform and processes, so that all required call recording – both landline and mobile – can be centrally administered and controlled.

**Greater security**
Centralized control of all calls through the corporate PBX, and no client software on the mobile, eliminates the potential for working around the system and compromising call recording requirements.
Links

For more information on BlackBerry MVS go to:
www.blackberry.com/mvs

To locate an authorized BlackBerry® Reseller in North America go to:
www.blackberry.com/varlocator

To be contacted for more information on BlackBerry MVS email:
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