



Unified communications (UC) **Archiving**

Automatically preserve, protect, and retrieve your critical business communications

Archiving of chats, SMS, phone calls and meetings

Powerful contextual item-level search

Retention policies automatically enforced

Simple to deploy and manage

As organizations expand their use of chat, SMS, calls, meetings and other communications capabilities, more and more business-critical and sensitive information is shared using these channels. To make this information easy to find whenever it's needed, it's critical to safeguard these interactions from accidental or inappropriate deletion. A secure, searchable archive then allows users to quickly identify and retrieve relevant conversations and ensure compliance with internal governance and regulatory retention requirements.

Tightly integrated with our Unified Communications (UC) platform, this archiving solution automatically preserves chats, SMS, phone calls, voicemails, meetings and more without requiring any user or administrative action. It's fast and easy to deploy and provides a powerful contextual search capability of retained communications based on a view of all users across different channels.

ARCHIVING OVERVIEW



ARCHIVING CAPABILITIES

- **Seamless integration with UC:** Designed for UC and deploys in minutes with everything needed to enable compliant retention for UC communications.
- **Automatic preservation of UC communications:** Captures and retains chat and SMS messages, call records, phone call recordings, voice mails and meetings.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.
- **Identity and access management:** Ensures control over authorized personnel who can access and manage archived communications
- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to ten years.
- **Unlimited capacity:** Administrators are not forced to estimate the level of activity for their organization or project storage requirements – administrators simply enable the archive and select the desired retention period.
- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.
- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.
- **Data residency:** Supports US, Canadian and European locations.

WHY BUSINESSES NEED ARCHIVING:



Compliance

Proactively retain and monitor business communications and interactions in an automatically preserved, secure and tamper-proof archive. Retention options support financial services and healthcare regulatory requirements, as well as internal governance.



Finding critical communications

Instructions, proposals, recommendations, agreements and contracts are all examples of important information included in and referenced by internal and external business interactions. Archiving allows users to keep a record of communications sent and received, which helps ensure they have a copy of messages and associated documents stored safely without requiring users or administrators to save them. In addition, powerful contextual search helps locate and retrieve messages and documents quickly.

ARCHIVING SEARCH FEATURES

The screenshot displays a search interface with several key features highlighted by callouts:

- Keyword Search:** A search bar at the top left with a magnifying glass icon.
- Search Filters:** A row of filter buttons including Date, Type, Participants, Direction, and Duration.
- Content Summary:** A list of search results on the left, each with a checkbox and a brief description.
- Select Items:** A callout pointing to a selected item in the search results list.
- Monitored Users:** A callout pointing to the 'Participants' column in the search results table.
- Timestamp:** A callout pointing to the 'Date' column in the search results table.
- Additional Properties:** A callout pointing to the 'Properties' column in the search results table.
- Content Preview:** A callout pointing to a detailed view of a selected message on the right side of the interface.

The search results table shows the following data:

| Title | Participants | Date | Properties |
|---|--------------|---------------------|------------|
| Random 🤔🤔🤔 Hey team, I was wondering, which is better, the ... | +64 | 07/26/2023 5:43 PM | 10 71 |
| Marketing Have been playing with some of the images out ... | | 06/01/2023 6:43 PM | 9 6 |
| Marketing Printer is out of ink again! Anyone got another o... | | 05/31/2023 6:43 PM | 3 6 |
| Direct Chat Burt Allen, Lyon Carpaccio Here you go | | 05/29/2023 7:18 PM | 2 2 |
| Marketing How far are we with the proposal today? Would ... | | 05/29/2023 6:43 PM | 4 6 |
| v1.pdf 1 Development & marketing plan TOY ELEPHA... | | 05/29/2023 5:43 PM | |
| vega-dinner-menu.pdf | | 04/29/2023 5:43 PM | |
| Internal votes and such Hey guys - wanted to get a quick survey done W... | +64 | 10/14/2022 11:19 AM | 7 71 |
| European Marketing Team hello! did anyone see the earnings call notes fro... | +64 | 08/25/2022 12:32 PM | 8 71 |
| Phone Call Burt Allen, Martha Svinyard | MS | 06/06/2022 12:47 PM | 2m 10s |

The content preview on the right shows a chat conversation titled "European Marketin..." with participants including Anton Abe, Cecil Alfred, Burt Allen, Willey Amos, and others. The preview displays messages such as "hello!", "did anyone see the earnings call notes from our competitor yesterday?", and "Yes - it was interesting to see what effect the market has had on our competitor, as it will probably have a similar effect on us (all other things being equal)."



Continuity

Staff turnover, medical/family/military leave, and organizational changes all create situations where digital conversations need to be preserved and searchable to support transitions. Archiving protects communications for all users, making it simple for an administrator to manage transitions of responsibility and make information available to the right users.



Disputes AND BEST PRACTICES

Review and resolve “who said what” disputes quickly and efficiently (e.g., HR or customer disputes). Monitor call quality and staff performance to improve company standards and customer care. Train staff on call handling techniques and customer interactions to improve performance. Rescue defecting customers.



Peace of Mind

Automatic, secure, tamper-proof preservation of communications protects organizations when unexpected challenges arise. Businesses using our integrated archiving solution can take comfort in knowing that their data will be available if and when they need it.