

Call Recording Compliance

Enabling call recording and silent monitoring compliance
by US state recording law jurisdictions

Product Summary

- Eliminates the need for required recording notifications on inbound and outbound calls by only recording in one-party consent states.

Product Description

- Watches inbound and outbound calls.
- Identifies caller location of known callers by CRM lookup and unknown callers by phone number registration addresses.
- Evaluates the location of callers against a database of US state recording law jurisdictions.
- Once it is determined that the location is in an allowable jurisdiction, the recording is turned on.

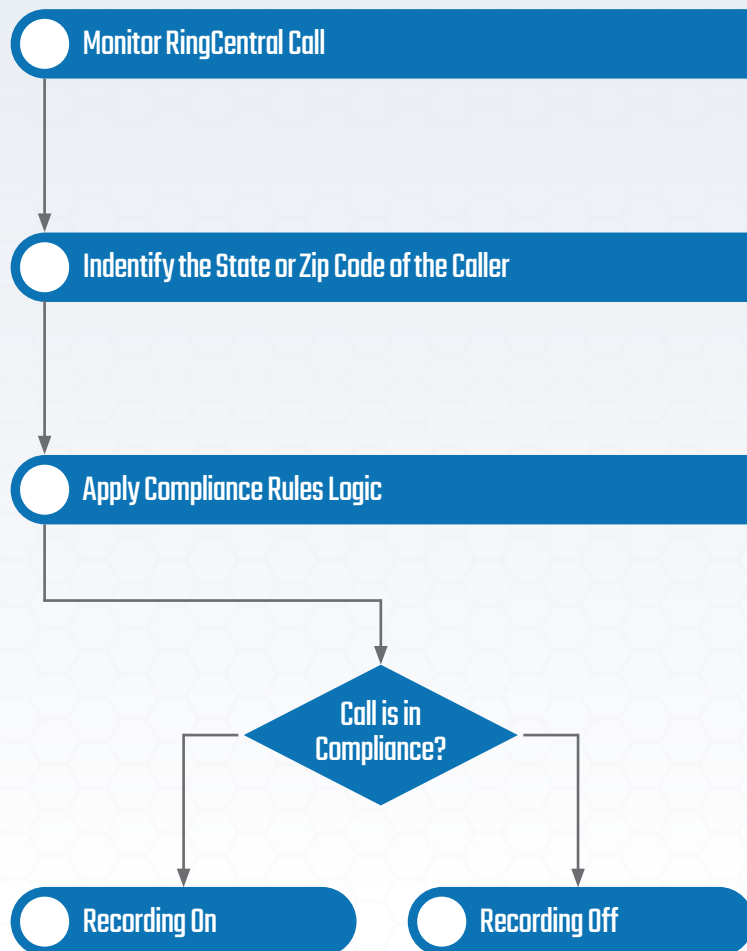
Product Enhancement Options

- **Silent Monitoring Suppression:**
Watches for any silent monitoring attempts, evaluates to ensure the external party is from an allowable jurisdiction, and if not, will disconnect from silent monitoring.

Product Requirements

- RingCentral MVP
- CRM lookup of caller location
- Service Objects API lookup for caller registration location
- Client maintains jurisdiction rules

Call Flow



Revised: June 10, 2024