FirstNet Technology Services

Infrastructure. Elevated.

Voice · Compliance Recording & Archiving

# Every call captured. Protected and retrievable.

One compliant recording experience across Microsoft Teams, Zoom, PBX and contact centre, with strong encryption, legal hold and full audit logs. Powered by CallCabinet and Smarsh, delivered by FirstNet.

**Cross-platform**
Teams, Zoom, PBX, SIP and contact centre

**Governance**
encryption, MFA, audit logs and legal hold

**Retention**
policy-driven and configurable

**Optional AI**
transcription, sentiment and redaction

## Who it's for

- Regulated industries: finance, insurance, healthcare, legal and public sector
- Inbound, outbound and blended contact centres
- Organisations migrating to Teams or Zoom and replacing legacy recorders
- Customers responding to an audit finding or regulatory mandate

**Supports your compliance programme** for POPIA, FAIS, FICA, PCI-DSS, GDPR and more. Final compliance depends on your policies, configuration and obligations.

## One archive for every platform

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| **Core Recording** FOUNDATION | Capture, protect and retain every call across Teams, Zoom, PBX and contact centre. AES-256 encryption · MFA · Granular permissions · Retention and legal hold · Call sharing · Audit logs |
| **Advanced Recording** | Everything in Core, plus quality assurance and richer call detail for supervisors. QA and evaluation · Playback and tagging · Enhanced call details · Reporting · Optional screen capture |
| **Conversation Analytics** | Turn calls into coaching, quality assurance and dispute evidence. Multilingual transcription · Summaries · Sentiment · PCI, PII and PHI redaction · QA scorecards |

**Optional add-ons:** Managed Compliance Service, where FirstNet operates the platform for you, and Clarity Call Analytics for combined insight.

## What FirstNet does for you

1. **Confirm** — Confirm your retention policy and data-processing terms in writing.
2. **Design** — Design platforms, scope, retention, legal hold and integrations.
3. **Provision** — Provision the tenant, encryption, MFA, roles and retention policies.
4. **Connect and test** — Test capture end to end on every platform, and enable analytics as scoped.
5. **Migrate** — Migrate legacy recordings with chain of custody, then hand over to support.

## Why FirstNet

- ✓ **One archive for every platform.** Teams, Zoom Phone and Contact Center, hosted and customer PBX via SIPREC or gateways.
- ✓ **Protected end to end.** AES-256 encryption in transit and at rest, MFA, and audit logs of who accessed what and when.
- ✓ **Your recordings.** You own them, with an exit process defined in the contract. Hosting is confirmed during solution design.
- ✓ **Consent built in.** The recording disclosure prompt is configured and tested at activation. We deliver it, support it and own the outcome.

## Getting started

1. **Scope.** We scope against your platform mix, retention needs, data residency and any legacy migration.
2. **Confirm tier and configuration.** Our voice engineering team confirms the right tier and set-up for you.
3. **Activate and verify.** Capture is tested on every platform, and a sample of calls is checked in the first week.

**What we will need from you:** your written retention policy and data-processing terms, your platform list and details of any legacy recorders to migrate.

## Let's elevate your compliance.

Book a Compliance Recording scoping session with your FirstNet account team.

firstnet.co.za →

0861 989 896 · Umhlanga Ridge, KZN

Features, availability and outcomes depend on solution design, scope and the signed customer agreement. Final compliance depends on the customer's own policies, configuration and obligations. Customers remain responsible for their own POPIA obligations. CallCabinet and Smarsh are trademarks of their owners. All other names belong to their respective owners.