



# Redaction

Authority Software's audio and video redaction technology helps companies comply with industries that require sensitive information be removed completely from audio files and video capture, including financial services and healthcare.

# Redaction Technology

## IN ANY FIELD, AT ANY TIME

Often sensitive information is tied directly to a field that agents are accessing. Authority redaction technology can set flags in each field with sensitive information and trigger audio and video capture to stop recording until the agent moves to another field.

## TRACKING AND REMOVING FOR COMPLIANCE

Automatically track the location of private information flagged to be removed from your final audio recordings. This highly effective and automated process fully eliminates a critical vulnerability faced by contact centers that process credit card transactions or healthcare industries that require HIPAA compliance.

## DATA MINING WITHOUT THE RISK

Once call recordings have been stored without the credit card portion of the audio, users can freely data-mine stored audio by any available criteria, including customer names, telephone numbers and disposition codes, without the risk of ever exposing protected information.

## PATENTED TECHNOLOGY

Authority's patented Audio Redactor is the only solution on the market capable of completely deleting and crypto-shredding audio and video segments that contain credit card authentication data or personal health information for full PCI and HIPAA compliance.

## REPORTING AND ANALYTICS

For statistical purposes, the system will provide data for every call received and the corresponding number of times the Pause function was executed. This information can be filtered and viewed by agent and campaign.

## USER CONTROLS

Agents may also be allowed user controls that allow them to pause and un-pause a recording if the sensitive information is not tied to a specific field.

## MULTIPLE SEGMENT STITCHING

Authority stitches all call segments into a single recording, regardless of the number of times a call was placed on hold, reducing frustrations when reviewing calls for quality assurance.

## STORED AUDIO AND VIDEO

Store recordings either perpetually or for a pre-defined period of time without any concern that sensitive data is accessible by users.

