Mobile Call Recording

The successful recording of calls made on or received by a mobile handset has been a challenge for many providers.

Samsung, in conjunction with Mainstream Digital, have developed a system that overcomes the current challenges and delivers an unobtrusive solution that does not require any user interaction. The Samsung solution does not rely on any of the previous call recording methodologies and therefore has none of the drawbacks.

Any Network

One method of recording mobile calls is to use a dedicated SIM, the recording provider will be a mobile network operator or mobile virtual network operator (MVNO), this then allows the call to be recorded in the operator's network. The flaw with this is that if you want to use your mobile outside of the specific operator's network, such as traveling abroad or after Ofcom regulate the compulsory ability to roam across UK networks, the calls will not be recorded. The Samsung solution will record your mobile calls on any network in any country.

No Delay

Method number two commonly adopted for recording mobile calls is to set up a three-way conference with the call recorder when you make or receive a call.

This overcomes the mobile roaming issue but has the flaw that it introduces a delay in connecting the speech path whilst the conference is set up, also it will incur additional call charges unless you are connected to a good data network, the default preference is typically to set up a normal GSM call as it is more reliable. The Samsung solution does not use this method to record your calls and therefore there is no delay when connecting the call.

No User Interaction

When you need to record calls for compliance, you do not want to allow the user to bypass the call recording option. Method three is to install a separate app on the mobile device that is another dialler. The user then uses this app to make all their calls and send texts, the app will then route the call through the PBX or hosted PBX where the call will be recorded. Using this method, the calls to the mobile that need to be recorded also have to be routed through the PBX so the user will have two numbers, an office number that will be recorded and a personal GSM number that is not recorded. The Samsung solution does use an app but it is imbedded into the mobile and not accessed by the user, the user of the mobile just uses the device as normal, using the standard dialler, contacts list, messaging and everything else, therefore you can guarantee all calls, SMS and MMS are recorded and your compliance is met.