

COMMUNICATION RECORDING AGENT

Communication Recording Agent is an enterprise call and screen recording solution that captures high-quality voice data with rich metadata and transcripts, all securely stored in the cloud. Its fully open APIs ensure seamless integration of AI-ready data into enterprise applications and telephony systems — enabling scalable AI adoption and helping organizations meet regulatory requirements.

Maintain Compliance While Capturing AI-Ready Voice and Screen Data

High-quality, Uncompressed Stereo Recording

Capture audio and metadata in high-quality, uncompressed stereo format. Record multiple channels and securely store large volumes of data centrally in a structured manner.

Authorization Control

Supports enterprise-level authorization, ensuring proper access controls for individuals and groups.

Built-in Audit Capabilities

Maintain full transparency with audit trails tracking system access, user actions, and data changes — supporting accountability and enhance security.











Advanced Policy and Filtering Controls

Get granular control over recording, retention, storage, and export through customizable policy engines.

Easily manage screen-recorded calls with powerful filtering capabilities — enabling search, replay, annotation, locking, export, or deletion post-call. Option to export audio, screen and metadata automatically to defined endpoints (Call push at call end and Real-time audio feed)



Key Capabilities

-  Screen Recording
-  Transcription Policy
-  Storage Flexibility
-  Dashboard for reconciliation
-  Migration Support
-  Bring Your Own Storage
-  Bulk Legal Export
-  Live audio streaming
-  Three-Month Storage for Free, add-on for additional Storage
-  Live Monitoring

Customer Service AI

End-to-End Solutions to Optimize the Entire Customer Support Journey

Communication Recording Agent

Capture AI-ready voice and screen data to ensure compliance, support AI initiatives, and scale securely in the cloud.

Self-Service Agent

Engage customers across channels with intelligent virtual agents that understand, empathize, and resolve issues at scale.

Real-Time Guidance Agent

Equip agents with live coaching, proactive answers, and intelligent automation for fast, personalized support.

Conversation Insights Agent

Instantly uncover insights from every conversation using natural language to improve agent performance and outcomes.

Why Leading Brands Choose Uniphore

Accuracy Grounded in Enterprise Knowledge

Uniphore AI Agents deliver reliable, context-aware responses using retrieval-augmented generation, knowledge graphs, and domain-tuned models—ensuring high accuracy without heavy IT lift.

AI that Powers the Entire Service Journey

Customer Service AI improves support across every interaction—from self-service to real-time guidance to post-call insights—driving greater efficiency, lower costs, and better customer experiences.

Built on the Business AI Cloud

Powered by the Business AI Cloud, Uniphore AI Agents integrate with existing systems, support governance, and scale confidently in complex contact center environments.

Get your voice and screen data “AI Ready” - Start today

Book a demo