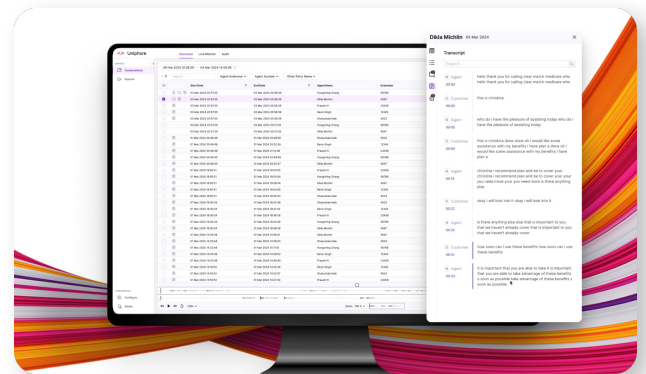# U Capture

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TRANSFORM YOUR AI STRATEGY WITH U-CAPTURE'S AI-READY DATA SOLUTION

Data is fundamental to any enterprise embarking on AI transformation. Capturing high-quality conversational data is essential for driving an effective AI strategy and ensuring regulatory compliance.

76%
Of Senior IT Executives regard voice as very valuable to their organization

Survey conducted by SAPIO Research for Uniphore

25%
Of business revenue is spent on compliance costs. 18% of businesses estimated that more than 50% of revenue is spent on compliance cost.

NorthRow Compliance Report '23

45%
Of Senior IT Executives regard voice as very valuable to their organization

Clausematch

Unlock the full value of your recording data.

U-Capture is an enterprise call and screen recording software that gives complete control over valuable voice and screen data to enable AI capabilities. With U-Capture, high-quality recordings with rich metadata and transcripts are captured, archived, and securely stored in the cloud for easy access at any time, without any additional cost. It is easy to locate, annotate, replay, lock, and export recordings.

Fully open APIs give the power to integrate AI-ready data across enterprise applications. This allows for embedding complex compliance policies which act as an enabler to meet regulatory requirements.

Key Features

Record Call Audio and Metadata	Capture audio and metadata of telephony conversations.
Screen Recording	Record an agent's screen during customer interactions.
Search and Replay	Search, audio and screen replay capabilities, plus features to annotate, lock, export, and delete recordings after the call.
Bulk Export	Export bulk recordings based on specific search terms or filters
Live Monitor	Monitor call activity for individual agents and teams and listen to live agent call audio. Live call annotation and call lock are also available.
Recording Control Policy	Blocklist and Allowlist to provide fine-grained control of what recordings are discarded or retained.
Storage Policy	Retention, archive, and storage policies providing you with a flexible set of automated storage actions to help with your regulatory and data retention requirements.
Transcription Policy	Post-call and Real-time transcription control
Export audio, screen and metadata automatically at the end of the call or real time.	Export audio, screen and metadata automatically to defined endpoints (Call push at call end and Real-time audio feed)

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U – Capture Offering

Call and Screen recording, standard transcription, live audio streaming, three-month storage.	Add-on – U-Analyze Bolt for auto quality management and additional storage.
Cloud deployment (reduces cost of ownership).	Supports migration of historical calls; import fees may apply.

The Uniphore Difference: - Get your voice and screen data "AI Ready"

High quality, uncompressed stereo recording optimized for analytics	The industry's most open API for full operational control, no additional cost to access their own data
Ease of value expansion to other Uniphore products built on the X Platform	Integrate with different telephony systems

Enterprise AI Transformation with Uniphore

Supercharge your contact center with the combined power of Generative, Knowledge, Emotion and Multimodal Conversational AI technologies.

Capture
Call & Screen Recording

Enable complete compliance and data governance with AI-ready data captured from every interaction.

Self-Serve
Intelligent Virtual Agents

Boost customer engagement and effortless self-service with omnichannel virtual agents, multimodal CX and knowledge AI.

Assist
Real-Time Agent Assist

Guide contact center agents in real-time on best practices, regulatory compliance and revenue-generating conversations.

Analyze
Conversational Analytics

Boost contact center performance and drive business and CX outcomes with real-time, actionable insights powered by AI.

About Uniphore

Uniphore is the first built-for-scale, AI-native company that infuses AI into every part of the enterprise experience. We deliver the only multimodal AI architecture that combines generative AI, knowledge AI, emotion AI, and workflow automation together as your trusted co-pilot to guide you to deliver the best customer experiences.