# Security

# Reporting and Visualization

The platform provides dashboards and reports that enable users to monitor and analyze:

- Total number of calls
- Process compliance
- Agent performance
- Call duration
- Detected events
- Historical comparisons
- Analysis by groups and campaigns
- Conversation details
- Automated summaries
- Supervisor evaluations

| | |
|---|---|
| **Sensitive Information Protection** | The system can identify and mask sensitive data within recordings and transcripts. |
| **Enterprise-Grade Encryption** | All critical information is stored using advanced encryption mechanisms. |
| **IP Allowlisting** | Access can be restricted to authorized users from specific IP addresses. |
| **Automatic Data Deletion** | Recordings and transcripts can be automatically deleted after the retention period defined by the customer. |

Revision #1
Created 10 August 2026 15:44:48 by Alejandra Vega
Updated 10 August 2026 15:47:32 by Alejandra Vega