Wyser ASSIST
Technical Data Sheet

ASSIST is a secure, scalable AI transcription and summarisation platform designed for advice-giving organisations. It integrates with telephony, Teams, and case management systems to automate client note-taking while meeting strict security and compliance requirements.

System Architecture
- Client Environment: WyserASSIST web app, Wyser Go app, Chrome extension, Desktop Recording app
- Secure Transfer: TLS 1.2+ encrypted connection
- Processing Environment: Isolated, containerised environment on UK/EEA servers
- Storage: AES-256 encrypted object storage with configurable retention & auto-deletion
- Delivery: Secure API / webhook integration with Telephony / AdvicePro / CRM

Stage	What happens	Security measures
Capture	Audio captured from calls or uploaded recordings	TLS 1.2+ encrypted transfer
Processing	Speech-to-text + summarisation in secure environment	No data leaves UK/EEA servers
Storage	Temporary encrypted storage (AES-256)	Retention policy configurable per client
Delivery	Transcripts + summaries delivered via API or secure download	Role-based access controls

Hosting & Infrastructure
- Region:
  - UK/EEA data centres
- Cloud Provider:
  - Azure and GCP
- Architecture:
  - Containerised microservices for scalability
- Uptime:
  - 99.9% SLA
- Scalability:
  - Multiple concurrent calls per organisation

Compliance & Security
- Standards:
  - UK GDPR, ISO 27001-aligned practices
- Encryption:
  - In transit: TLS 1.2+
  - At rest: AES-256
- Authentication:
  - 0Auth 2.0 provided by Auth0
- Retention:
  - Data deletion within 48 hrs (audio), 30 days (transcripts/summaries)

Integrations
- Audio capture:
  - Telephony: 8x8, Curo, SpliceCom, GoldTelcom, Dubber, Clobba, Sharepoint, ftp/sftp, Teams
  - Chrome Extension
  - Custom integrations
- Case Management:
  - AdvicePro
  - API for custom integrations
- Delivery Formats:
  - JSON, TXT