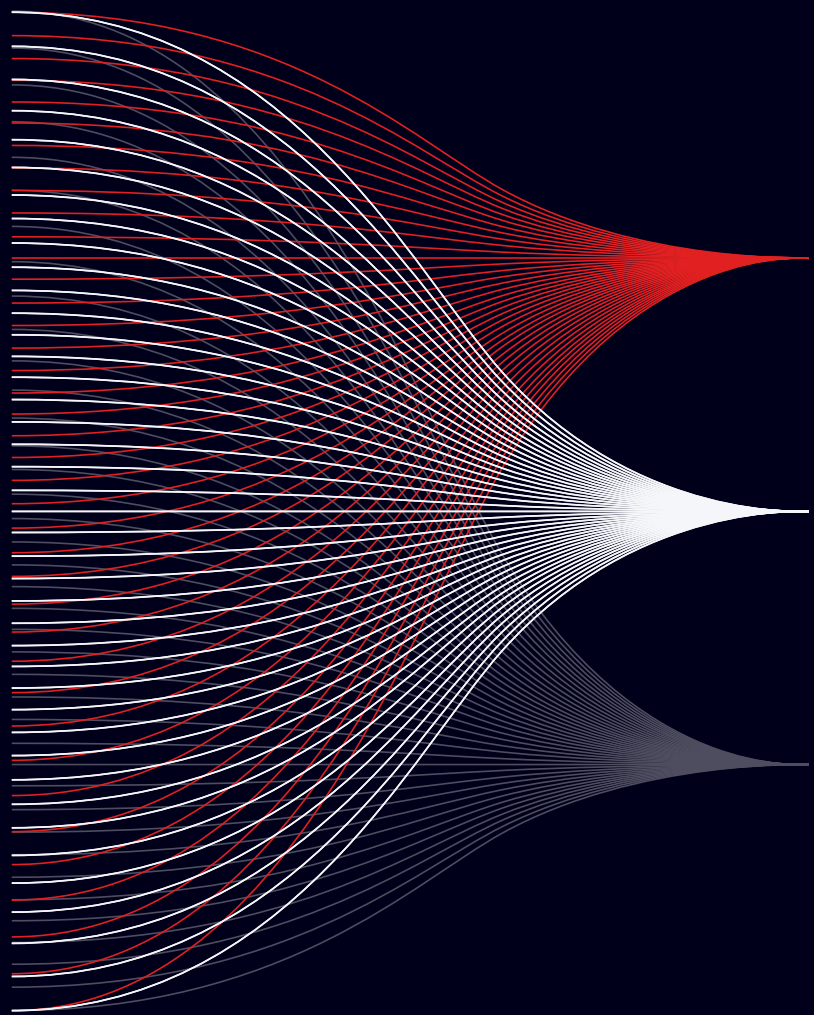
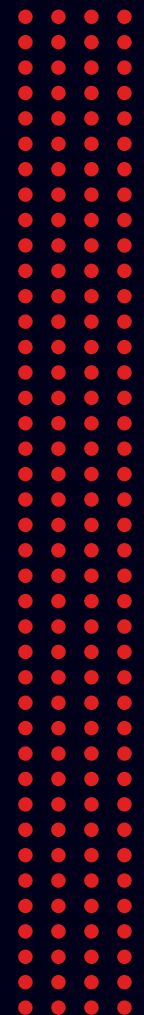


Global Relay Open Connector API

What is it, how does it work,
and what are the benefits?

[EXPLORE](#)

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What is Global Relay OC API?

How does Global Relay OC API work?

What are the benefits of Global Relay OC API?

Glossary

GR CONNECTORS
Global Relay Open Connector API

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Global Relay Open Connector API (OC API) is a digital bridge that enables your eCommunication platforms to send communication data to an archive to maximize business potential and meet recordkeeping requirements.

Advances in communication methods and styles require financial services to quickly adjust to multiplying channels and adhere to tightening recordkeeping requirements from regulators. Global Relay OC API enables organizations to adapt to the changing comms landscape with an API that is scalable, dynamic, and compliant.

As developing platforms become more multi-faceted, so does the data that must be captured in order to maintain compliance. New platforms are consistently being brought to market to enhance employee productivity and convenience, however these new channels seldom have capture processes built to support archiving.

If there isn't a Connector built for your firm's preferred messaging channel, Global Relay OC API can assist.

In addition to our suite of native data **Connectors** that integrate with commonly used platforms like Microsoft Teams or Slack, OC API is adaptable and gives you the ability to build custom Connectors related to your unique needs. If you have a legacy messaging application specific to your company, OC API can be used to send and assemble your data for recordkeeping, eDiscovery, and surveillance purposes.

OC API doesn't simply capture data – it structures data, enabling your teams to harness its true potential. This structured data is easily and quickly searchable within your archive so that you can ensure consistency with your company's policies, evaluate AI predictions, and make informed decisions based on organized recorded communications.

With OC API, you can be confident that you can support end-to-end reconciliation, meaning you have the ability to certify that each datatype is consistent and accurate across all stages of the capture process. By overseeing data throughout its transit process, you can identify and remedy inconsistencies, mapping out a clear representation of the source data and how it was transformed into Global Relay's standard EML before being securely archived.

Types of OC API classifications

Global Relay OC API falls into three classification categories – event feed, voice, and conversation. These classifications encompass the varying datatypes businesses use and adapts to different platform capabilities to capture any type of communication:



Event Feed API

Supports all types of social media, collaboration, customer experience, and file collaboration platforms



Voice API

Captures call recordings (audio/video) data and metadata with transcription ability



Conversation API

Fits with all types of messaging platforms and captures all conversational elements and events



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How does Global Relay OC API work?

OC API provides a digital bridge that allows services to communicate and interact with one another. During the compliance archiving process, your source data is sent to the OC API microservices ecosystem via a custom client application, which in turn transforms data and stores it in your archive.

OC API enables you to have complete control over your communications data. By converting the common JSON payload data format into a structured archive record (EML) for regulatory archiving purposes, your firm is able to meet compliance requirements and can more easily navigate data for maximum functionality.

Within each datatype, the final record sent to the archive is comprised of multiple elements. These include the metadata that provides information about a datatype’s characteristics, such as headers, attachments, body, participants, and signatures, to name a few.

Global Relay OC API provides a contract of how data will be structured into segments when converted to Global Relay’s standard EML format.

Archive

globalRELAY.

ARCHIVE

Home

Search

Entire message

Past 3 months

Bulk Review

120 messages

Filter

Analytics

	Sender	Recipients	Subject	Date (UTC)	Size
☐	Brian Clegg	Sandra Gillian	Ingram order	27 Nov 2023 05:36	2.95 KB
☐	Chip Thornton	Chip Thornton; Amir Nazar; Robert Bu...	500 gbp	27 Nov 2023 03:02	2.95 KB
☐	Danny Lewis	Phillip Davis; Bill McKinney	Bond Maturity	27 Nov 2023 05:36	2.95 KB
☐	Tara Wilks	Chris Mazzucca; David Williamso...	November Compliance Report	27 Nov 2023 05:36	2.95 KB

5 of 1200

Send

500 gbp

Chip Thornton <chip.thornton@agimperial.com>

Date: Mon, 27 Nov 2023 03:02:29 UTC

To: Amir Nazar <amir.nazar@digisetcapital.com>

Cc: Robert Bustamante <robert.bustamante@agimperial.com>

AI Predictions (1): English

Amir, buy me 500 IBM shares at market.

Thanks

Chip Thornton
Financial Advisor
AG Imperial
chip.thornton@agimperial.com

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. The sender therefore does not accept liability for any errors or omissions in the contents of this message, which arise as a result of e-mail transmission.

Processed by Global Relay Archive for Email | 2023-12-05 12:31:32 PM UTC

Policy Matches (3)

Review All

Layering

shares

Surveillance / Support

Flagged

View Details

Classification tags (500)



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For example, when capturing a conversation datatype on a messaging platform, the elements of each record might entail:

Headers

The sender, recipient subject line, timestamps, and message IDs that comprises the datatype.

Overview

Defines the start and end time of the messaging conversation, duration, and number of messages sent..

Participants

The names, emails, type of participants that engaged within the datatype.

Attachments

A PDF file that was sent within the conversation.

Body

Communications between the participants within the conversation, including who initiated a chat, the messages sent, timestamps of when messages were sent, files shared, users who joined and left, replies, and reactions that comprise the complete recorded datatype.

Disclaimer

Any disclaimer notices contained within the datatype highlighting certain stipulations, such as liability clauses.

To help analyze complex communication data, we implement content type tags that distinguish between message elements so that information can be easily interpreted. These tags assist with oversight of business communications, as well as enhancing the capacity for surveillance by enriching metadata searchability, optimizing policy rule settings, and leveraging AI tools to improve performance and accuracy.

When utilizing OC API, you build a custom Connector that best fits your capture needs. After this custom Connector is built, data is normalized. You can map out you data, reconcile it into a single-ID, and push any communication to the OC API, which will respond with a reconciliation ID to verify your request. Data normalization is important to ensure organization and structuring of the events is on a time-based index period for the conversation format.

Once captured and structured, this data will then be stored as a record (EML) in your archive. Within the descriptions of each datatype that is sent to the archive, you can view the multiple pieces of identifying information to account for traceability, including the identifiers for easy accessibility.

These message elements illustrate the data journey from when the communication first occurred all the way to its retention, ensuring a full history of events. In the case of auditing, this means that you can prove a trail of data, demonstrating your proactivity efforts and diligence in accounting for business communications.



What are the benefits of Global Relay OC API?

Whether you’re using Global Relay’s native data Connectors or build a bespoke Connector with OC API, the output will always be comprehensive, robust, and secure data sets. This is beneficial in several key ways:



Efficiency

Performant, structured data makes it possible for you to easily search through the archive, find information fast, and query any particular sections. In the case of an eDiscovery audit, this searchability is invaluable given tight turnaround timelines.

Structured data is also advantageous for surveillance purposes. When verifying that operations are running smoothly, having a scalable tool that aggregates data provides the full scope of conversations occurring within your workplace. It also assists in removing false positives through identifier tags, which means reviewers won’t lose valuable time evaluating mistakenly flagged messages.



Manage compliance

OC API’s capabilities are designed to aid compliance efforts in the face of a transforming market with ever more complex risks and stricter regulations.

In consideration of the complications that can arise when employing multiple service providers, such as the heightened possibility of data loss, corruption, or security breaches, we are continuously creating Connectors to match the speed of proliferating channels. We have the largest portfolio of data Connectors on the market, so no matter how many platforms you use within your organization, Global Relay Connectors and OC API can capture every one.

As firms continue to place bans on communication channels – only to end up subject to regulatory scrutiny for noncompliance regardless – our API models enable your teams to use popular channels preferred by clients while staying compliant.



Security

REST is the API route used to communicate between services. Global Relay uses OAuth 2.0 standard for authentication and authorization that validated data is sent to the archive.

Using access token requests that grant permission to client data, we ensure that every capture request is purposeful and authorized. We also maintain compliance with security standards pertaining to ISO 27001, SOC 2, NIST, and CIS while fulfilling the security mandate that data is encrypted at rest and in transit end to end. We continually test the performance of our Connectors and APIs and ensure they are regularly updated to maintain high security standards.

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Completeness

OC API lets you choose what is sent to the archive and provides a comprehensive overview of your data, which makes it easier for reviewers to control information. Full data capture reduces the possibility for blind spots and equals complete, accurate, and quality oversight to keep you aware of need-to-know information across conversations, as well as ensuring a full record of your data should regulators require it.

Our OC API achieves completeness and specificity by harnessing the advantages of embedded AI, which can pinpoint the most important parts of content as opposed to analyzing every aspect of the data that is delivered to the archive. These AI models cut out redundant, unnecessary information and extrapolate trends based on the communication components.

Using your firm’s lexicons, the AI works with our API to detect similarities within conversations and uncover intentions. By analyzing language and sentiment in addition to recognized keywords, you can minimize the misidentification of false positives and instead double down on highlighting true positives, saving review time and increasing efficiency.



Scale

With billions of message requests processed each year, Global Relay APIs are adaptable to any specific client demand. No matter the channel or datatype your firm needs to capture, OC API can accommodate file sizes reaching 1GB, and has been tested with Global Relay’s extensive native Connectors, which process billions of message requests per year, to guarantee inclusivity and versatility.

Scale is of utmost importance, especially with the ever-growing volume of data that providers handle. Though new platforms coming to market may have a retention component, file size and flexibility is not always a main priority.

As data sizes continue to grow and new applications develop, OC API has hugely scalable services, big internet, data pipes, and storage locations that can be adjusted to the range of data your firm needs to capture. OC API is compatible with hundreds of MIME file types, so the form of data that can be captured is vast.



Data Resiliency

Global Relay routinely performs health checks on the data stored within its systems to confirm that everything is sound and secure. Were a disaster to occur, we have redundancy in place to confirm that your data is never lost. Data is replicated and stored in our multiple data centers, which are located around the globe, to back up client information and confirm it is protected.

Global Relay OC API is a unique tool meticulously created with organizations’ main interests in mind. No matter what your archiving and data capture needs are, you can always be certain that you will be able to capture everything and find anything with Global Relay.



Glossary

CIS: The Center for Internet Security, also known as CIS, helps defend both public and private organizations against cyber threats.

Datatype: A datatype refers to the elements that comprise a conversation, which are then grouped and given a unique identification that is captured by Global Relay OC API and retained in your archive.

EML: Electronic mail format, also known as EML, describes the plain text that is pulled from communications platforms to describe what is contained within a datatype, which Global Relay structures and organizes when capturing data.

ISO 27001: Created by the International Organization for Standardization (ISO), ISO 27001 is the international standard framework that’s used to manage information security.

JSON data: Java Script Object Notation data, also known as JSON data, is a text-based data format that allows information to be transmitted across platforms and programing languages. It is readable for both computers and humans.

MIME type: A multipurpose internet mail extension, also known as MIME, describes the format of a file (such as “.doc,” “.pdf,” or “.html,” for example).

NIST: The National Institute of Standards and Technology, also known as NIST, is a part of the U.S. Department of Commerce and was created to manage advancing technology and establish guidelines that protect security while promoting innovation.

SOC 2: Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 stands for Service Organization Control Type 2 and is a standard that applies to service providers when handling sensitive client data.



Integrity | Reputation | Control