

Microsoft Teams Call Recording

Call recording for compliance, with the flexibility and affordability of a cloud service.

With the rise in agents using Microsoft Teams to interact with customers, you need a robust call recording solution for regulatory compliance and quality management. Compliance isn't optional, so you need a solution now, that will scale to your organisation's size and changing requirements.

Our Microsoft Teams Call Recording solution enables you to record Teams calls with integrity, capturing audio, video and screen sharing, to meet all your compliance needs.

It's delivered as a fully managed, native Azure service, meaning you don't need to worry about investing in hardware, deploying, managing or supporting the solution. That's all taken care of by us.

Not just for Teams

Our solution also allows for integrations into every other collaboration platform. So no need to worry if you're using a recorder in a legacy system, or you've not yet migrated all users across to Teams. Capture all your call recordings in a single pane of glass.

Why N4Engage?

- **Industry-leading technology** – our solution is based on technology designed by Numonix, a long-established partner of Microsoft and one of the first providers in the world to deliver a compliant call recording solution for Microsoft Teams. Its IXCloud system empowers enterprises of all sizes to record all kinds of meeting, calling and chat scenarios in Teams.
- **Microsoft Certified Partner** – we're experienced in Microsoft solutions in our own right, as a Microsoft Tier 1 Cloud Solutions Provider, with the ability to provide a range of solutions beyond call recording. These include Microsoft 365 and Office 365 licences, as well as our Direct Routing service utilising Microsoft-certified technology.

Key Benefits

✓	Compliance Meets GDPR, MiFID II and PCI DSS regulations, with built-in recording notifications, 256bit AES encryption and PCI audio suppression.
✓	Delivered as a service On a distributed multi-tenant platform, deployed, managed and maintained by us. No hardware investment required.
✓	Security All recordings are protected with multi-level encryption, role-based access control, two-factor authentication and controls on sharing.
✓	Data sovereignty Integrates with a range of communications platforms and legacy systems, making all call recordings available in a single pane of glass.
✓	Flexibility Deployed in less than an hour, our platform offers the benefits of elastic scalability and an open API to meet your organisation's needs.

For more information on our Microsoft Teams Call Recording solution or other products and services we offer please call our team today on 0115 748 8000 or email us at hello@n4engage.co.uk.

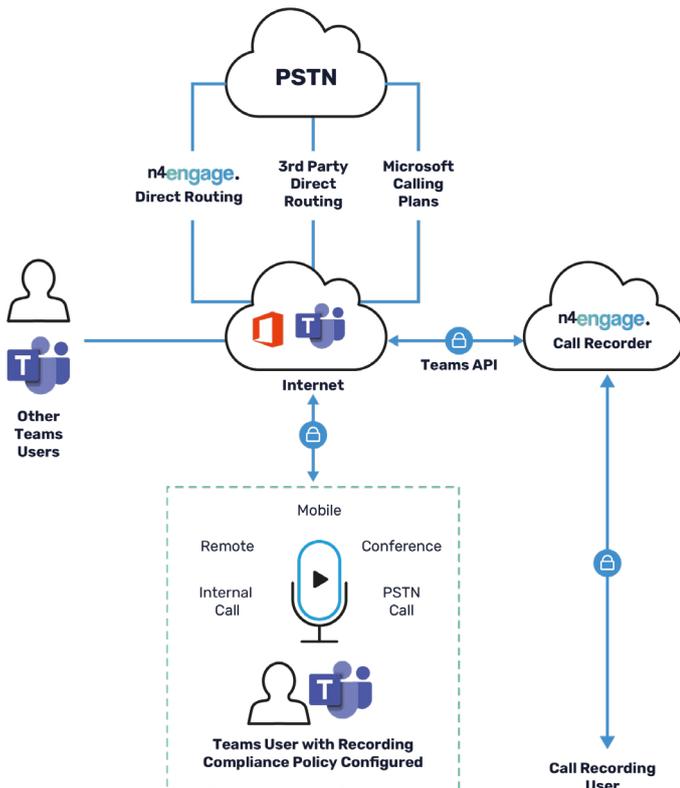
Call analytics and agent performance features

Evaluating agent-customer interactions, as well as internal interactions, is vital for quality management. With our Teams Call Recording solution, this is all made possible through:

- **Quality evaluation scoring** – measure individual and team performance by reviewing and scoring calls.
- **Speech to text transcription** – gain insights from highly accurate transcriptions. Search transcripts by filters or the free text search box.
- **Video/screen share views** – experience the call in its entirety with windows showing video calls and screen shares.

How Microsoft Teams Call Recording works

Ensure that whenever a targeted user is making a call, there's always a recording. Our Teams recording is policy-based, so if there is a policy associated with a user (known as a targeted user), the call recording bot will enter the call and silently stream it back to the cloud.



Data security features

With data breaches resulting in huge reputational and financial costs, it's critical you keep your call recordings secure. Our call recording solution has been designed and built with security as a priority:

- **Multi-level encryption** – rather than being encrypted based on a tenant, group or user, every single call is encrypted in its own format. So if one recording is compromised, no others are.
- **Tamper-proofing** – every call is digitally signed to validate the call and indicate it has not been tampered with.
- **Granular security roles** – apply profiles and permissions to individuals and groups, dictating who can edit, access and share calls.
- **Audit trail** – track events for every recording, including when recording has been played back, downloaded and shared.
- **Secure sharing** – share calls via an expiring link and shut down links when you wish, so you never have an unencrypted call in the public domain.
- **PCI audio suppression** – enable agents to trigger muting of sensitive data, such as credit card information.
- **Bring Your Own Storage** – want to store calls on your own platform? Choose to store call recordings in your own Azure blob.

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