



ASC Recording Insights - Compliance Recording and Analytics for Microsoft Teams

Highlights

- Integrated application for Microsoft Teams
- Compliant recording of all channels
- Use of Microsoft's Cognitive Services
- Transcription, translation, keyword spotting, and emotion detection
- Meeting all compliance requirements
- Selectable regions for data storage in Azure
- Seamless user experience

Already today Microsoft Teams is an integral part of the everyday life of most Office users. The collaboration tool takes corporate communication to the next level and as the successor of Skype for Business, it includes popular functionalities such as group chats, online meetings, and video conferences too.

With our new cloud service ASC Recording Insights we offer users a compliant recording and analytics solution for their entire communication in Teams – including chat, phone calls, and video conferences.

ASC Recording Insights has been integrated into Teams and allows financial institutions, contact center and other companies to document calls and archive recordings in compliance with respective legal requirements such as MiFID II or Dodd-Frank.

Furthermore, ASC additionally deploys Microsoft's Cognitive Services to analyze communication using transcription and emotion detection.

Integrated Compliance Recording and Analytics within Teams

Selected Partner for Compliance

Microsoft has selected ASC as a strategic key partner for compliance recording and analytics in Microsoft Teams. Mutual customers such as financial institutions benefit from this collaboration as they now have a turnkey option for compliance-grade recording when adopting Microsoft Teams.

Omni-Channel Recording

ASC Recording Insights offers users a legally compliant recording and analytics solution for their entire communications within Teams – including chat, phone calls, and video conferences. No separate, external recording system is required. The application is integrated into Teams and part of its user interface.

Compliance Features

The ASC app allows users to document the entire communication and archive recordings in compliance with the respective legal regulations such as MiFID II or Dodd-Frank. Typical requirements such as recording control, the ability to flexibly start, stop, mute/

unmute and individual access rights to recordings as well as respective encryption mechanisms are met and can be adjusted according to the customers' needs.

Cognitive Services

ASC Recording Insights does not only ensure legally compliant recording and archiving in Teams but also enables users to analyze previously recorded audio and video data. With Microsoft's Cognitive Services, it is possible to evaluate all communication with the help of transcription, emotion detection, translation, and therefore create specific categories and reports.

Data Security

Customers can select in which geographical region they want to save their data in Azure - and thus comply with applicable security standards. With over 54 regions in 140 different countries available, Microsoft Azure offers comprehensive compliance and resiliency options.

Advantages

- **Compliance-Specific Solution**
Legally compliant recording and archiving solution for Teams – across all communication channels
- **Seamless Integration**
Integrated application in Teams interface without the need for additional recording components
- **High-Performance Analytics**
Subsequent analysis of all communication using the latest technology of Microsoft's Cognitive Services
- **Tenant-Specific Data Encryption**
Sophisticated encryption methods and access rights management on tenant level
- **Cloud Service Hosted in Azure**
Comprehensive compliance and resiliency options to guarantee the protection of sensitive data

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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We record & analyze communications

