



Introducing clarify[®]Go recording service

Why do organizations buy recording?

Recording helps organizations to manage compliance requirements

... wherever staff choose to work

All organizations - GDPR, PCI DSS, Human Rights, Bribery, Corruption, Adherence to Policy
Industry specific – Financial Services (MiFIDII, Dodd Frank), Healthcare (HIPAA in U.S)

Why do organizations buy recording?

In an online world bad news travels quickly

*Leadership teams are paying more attention
to protecting reputation*

Avoid costly mistakes

Speed up dispute resolution

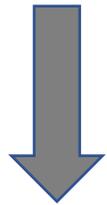
Why do organizations buy recording?

With less real time interaction and more employees working from home, managing the quality of conversations has never been more important

Get new starters up to speed faster, identify & address weaknesses, share best practice
Identify and replicate the behavior of your best employees

Microsoft Teams recording options

Option 1 Integrated Teams recording



Ad hoc
user initiated
recording of
meetings



Check on the detail.
Share with non attendees.

Option 2 Network recording



Network
Recording

Audio recording
of incoming and
outgoing PSTN
calls



Audio recording of traditional
telephone calls

Option 3 Microsoft Graph API recording



Clarity
Recording



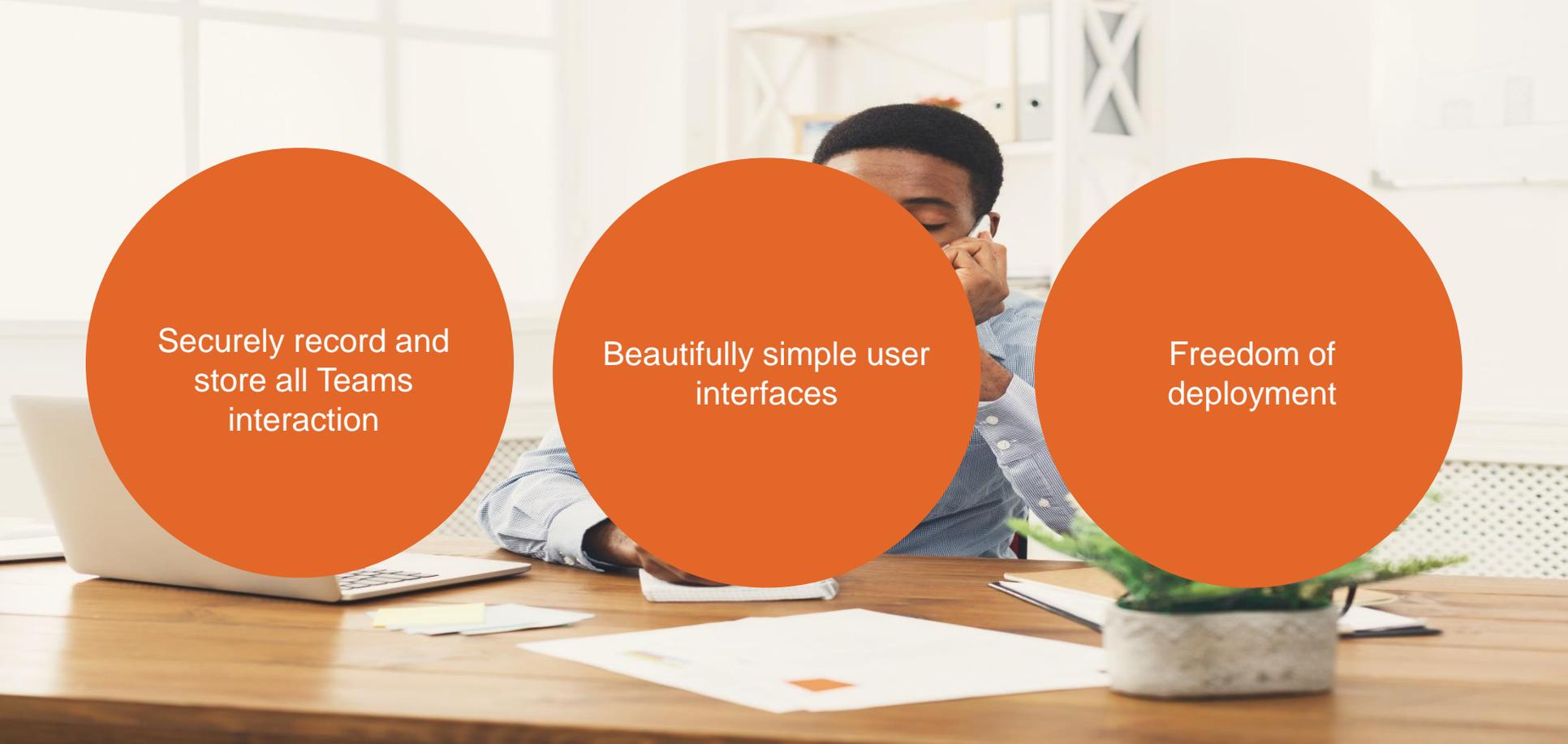
Audio, video &
screenshot

Any
device

Any
connectivity



Compliance recording of
all Teams interaction



Securely record and
store all Teams
interaction

Beautifully simple user
interfaces

Freedom of
deployment

Introducing clarify[®]

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RECORD

Compliance Recording

- ✓ Audio, screen share and video
- ✓ Internal & external comms
Internet & telephony network
- ✓ Desktop and mobile devices
- ✓ Securely store recordings for as long as they are needed
- ✓ Set recording rules
- ✓ Compliance features
- ✓ Live listening

EVALUATE

Quality Management

- ✓ Create projects to support specific objectives
- ✓ Questionnaires – Choose standard or custom templates
- ✓ Assessments – Select playlists based on preset criteria or manually add calls
- ✓ Reporting – Show project outcomes

ANALYSE

Speech Analytics

- ✓ Automatically or manually forward conversations
- ✓ Measure sentiment, emotion, over talk and silence to provide insight
- ✓ Identify high risk interaction for investigation
- ✓ Send selected voice transcriptions to Microsoft Dynamics Insights for analysis

Microsoft Graph API

- Audio, screenshare and video data
- Records regardless of connectivity or device type

Microsoft Active Directory

- Simplified provisioning and administration
- Single Sign On

Clarify API

- CRM Integration – Microsoft Dynamics, Salesforce etc
- Contact Integration
- Mass Data Export

Microsoft Dynamics

- Send voice transcripts to Microsoft Dynamics Insights

A fully managed recording service for Microsoft Teams

- ✓ Price per user per month with no upfront cost
 - 12 month contract ... or no commitment (PAYG)
- ✓ Simple licensing
 - Audio recording licence + Multimedia (video and screen share)
 - + Quality Management – agent evaluation
 - + Automatic PCI – automatic pause and resume for card payment compliance
 - + Speech analytics
- ✓ 1TB of storage included
 - Buy additional 1TB storage blocks or nominate your own storage location

clarify[®]Go for Teams

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Clarify SINGLE INSTANCE

Deploy Your Way

1. Choose your user licenses
 - Audio
 - Multi-media
 - PCI auto pause and resume
 - Quality Management
2. Select options
 - Resiliency
 - Multi-site (hybrid voice support)
Clarify API
 - Speech Analytics
3. Select your support level
 - Silver*, Gold or Platinum
4. How do you want to pay?
 - Outright purchase + ongoing support
 - Price per user per month inc support

ClarifyGo

Hassle Free Recording Service

1. Choose your user licenses
 - Audio
 - Multi-media
 - PCI auto pause & resume
 - Quality Management
2. Select options
 - Speech Analytics
 - Clarify API
3. Select your storage option
 - 1TB included – buy additional blocks
 - or nominate your own location
4. Price per user per month
 - No commitment (PAYG)
 - 12-month commitment
 - Additional storage in 1TB blocks

* Not available in year 1



Thank You
