

CARIN365 Microsoft Teams Compliance Recording

Introduction

TC&C's award-winning recording system is internationally recognized; designed to meet the broad needs of the most diverse applications and also met the strict conditions of the Cisco Compatibility test. The **CARIN365** recording system is optimized for single- and multi-site operation so that it accommodates enterprise and banking environments. A huge advantage of CARIN365 is that it is suitable for simultaneous recording of several technologies and manufacturers. Among many other video conferencing platforms, CARIN is now capable of standard recording of Microsoft Teams' calls. CARIN365 uses the **compliance recording technology of MS Teams**, which ensures that a call can only be established with a participant designated for recording if the recording is truly properly operated.



Microsoft Teams Compliance Recording

The aim of the compliance recording technology is to initiate calls from registered endpoints only if their **recording is guaranteed**. This manner is necessary to clarify disputable questions and post-control concluded information and instructions. Compliance recording is a basic requirement in banking, call centers, governments and law enforcement agencies.

With this well-developed solution and technology, Microsoft provides users with compatible and reliable recorders. TC&C, as an expert of communication solutions and the developer of **CARIN365** highly considers interoperability and has implemented **MS Teams compliance recording** into its system, and that is now able to record **Microsoft Teams calls and conferences** starting from version 11.0 of CARIN365.

All recording options provided by the technology are supported by CARIN. Audio and video content are recorded according to whether the call participants are assigned to **compliance recording profiles**.





Compliance recording technology sets high quality expectations for recording software developers and vendors, but our solution, **CARIN**, provides **high-availability** for its users since the earliest versions.

In order to ensure security, recording and storing calls are divided into two sections within the CARIN system:

- Calls get recorded in Microsoft Azure by the CARIN365 MS Teams BOT Recorder, integrated with the Microsoft Teams central infrastructure, which component provides the high-availability features.
- When the recording process is over, recorded material gets transferred immediately onto the server of CARIN365 Central Controller which is responsible for storing, encrypting, access-management, reporting and data management.

Due to the aforementioned sectioning, media is in the Microsoft cloud exclusively during calls therefore **sensitive data does not get stored in the Azure infrastructure**.

The CARIN365 Central Controller is typically located in the users' private network which effectively protects recorded data from the outside world. This is a basic requirement in circles sensitive to **data protection**, meaning that it is supported by the CARIN system as well.

Recorded interactions can be stored in an **encrypted format**, with certificates provided by the customer and even **audit timestamps**.

The screenshot displays the CARIN365 interface for a Microsoft Teams meeting recording. The main window shows a video feed of a meeting with participants labeled 'CEO', 'Developer', and 'Meeting Room'. Below the video is a 'Satisfaction assessment' section with a line graph showing sentiment levels (Positive, Neutral, Negative, Confused) over time. A 'Satisfaction Score' of 7 is displayed. To the right, an 'Annotations' panel lists key events such as 'Resolved an Issue' and 'Concern raised' with corresponding timestamps. A 'Transcription' panel at the bottom right shows the text of the meeting. The CARIN365 logo and 'AI-POWERED COMPLIANCE RECORDER' tagline are visible in the bottom right corner.



Benefits of CARIN365

Exhaustive access control

The ways of accessing data and content can be customized by defining user access levels and privilege rights within CARIN. All system activity is logged, downloading content onto local devices is not necessary.

Graphical interface

The CARIN HTML5 web GUI display is optimized for smartphones, tablets and desktop.

Full content audit and data lifecycle management

Datalifecycle within the CARIN system is fully traceable. All operations from encrypted receipts to decoding and opening, including playback, archiving and deletion are logged in a full audit trail.

Commenting content

During playback important and relevant sections of calls can be marked and commented in order to saturate the dataset and facilitate the workflow.

Speech-to-text

The sophisticated speech-to-text functionality of CARIN can quickly and accurately generate text files from recorded audio content.

Quick search and centralized archiving

Media and metadata within the CARIN system can be searched for on-demand at any time without the need to process, decode and open data in advance. In CARIN all metadata are searchable and multiple filtering options can be applied in order to narrow down call listresults. Archiving can be executed per call or in a centralized manner via customizing data retention policies.

A single application for the multimedia recording of institutions' telecommunication system

All functionalities such as search, playback, storing, audio and video telephony, texting and user desktop activities can be accessed within the unified administration platform of CARIN whether these actions take place in VIKI or locally.

GDPR compliance

CARIN365 is designed considering legislative requirements so the system ensures compliance within and without the EU.



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