



# Landis Call Recording for Microsoft Teams

Landis Call Recording for Microsoft Teams by Landis Technologies

## DATA SHEET

### Customer Service Call Recording by Landis Technologies

#### Simple

Call Recording is Simple & Fast.  
Easy to Implement, Manage and use.

#### Familiar

Call Recording looks and feels just like Microsoft Teams so there is a very little learning curve for administrators, managers or agents. Visually integrates with Teams to appear as one unified solution.

#### Powerful

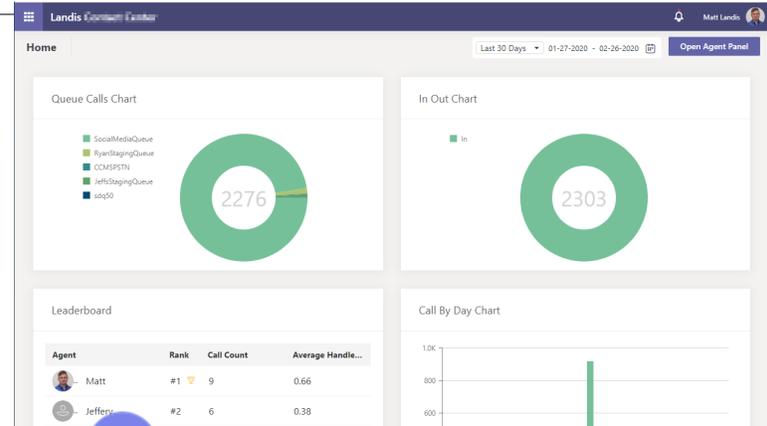
Call Recording brings you the most requested functionality for customer satisfaction recording.

#### Connected

Call Recording works with integration services like Flow & Power Apps allowing connections with all your business processes.

#### Trusted

Call Recording is built using the native Communication API, and it "Just



## Key Benefits

- Instantly add call recording functionality to Microsoft Teams
- Easily add advanced features like Call Recording, Barge In to Teams in minutes
- Simple & Familiar portal to find & listen to recordings
- Everything secured by an elegantly simple but powerful, hierarchical permission structure.

- Uses existing Active Directory

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### User Interface Features

- Looks and acts just like Microsoft Teams
- Familiar & Intuitive Interface means low training time
- Keyboard, mouse or touch support
- Multilingual user interface

### Call Recording

- Policy based Direct or Queue Based call recording
- Disabled (Default), On Demand, All Calls (No Pause), All Calls (Stop Allowed)
- Secure Azure portal for web based manager listening
- Granular security structure

### User Call Recording Control

- Agent Panel to control recording when policy allows recording control
- Allows user to stop recording during sensitive conversations (based on policy)

### User & Manager Listening Portal

- See a list of call and listen to recordings
- Granular access control to recordings
- Search for calls based on criteria

### Administration

- Easy to setup Azure service
- Recording can be stored in your own Azure Blob storage



<https://www.landistechnologies.com/>