ASC Recording Insights - Compliance Recording and Analytics for Microsoft Teams

Solution certified for Microsoft Teams

Highlights

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

Microsoft Teams has become an integral part of Office users' everyday lives. As many as 93 of the Fortune 100 companies today rely on the Microsoft Teams collaboration platform for virtual collaboration – and more than 115 million people around the world use Teams every day.

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, meetings, and video conferences.

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

In addition, ASC Recording Insights leverages Microsoft Cognitive Services to analyze communications using transcription and other services.

We record & analyze communications

ASC

Integrated Compliance Recording and Analytics Within Teams

Certified Teams Solution

ASC is a strategic Microsoft partner for compliance recording and analytics in Microsoft Teams. With ASC's certified app, communications can be recorded within Teams to meet international regulatory requirements.

Onboarding & Management: Quick & easy

The onboarding process takes just one day. Using Azure Active Directory, user groups can be activated and managed with one click.

Omni-Channel Recording

ASC Recording Insights offers users a legally compliant recording and analytics solution for their entire communications within Teams – including chat, audio, and video conferences. No separate external recording system is required. The application is integrated into Teams and part of its user interface. Reliable recording in accordance with individual needs (recording on demand or always-on recording) meets different user requirements.

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, HIPPA or Dodd-Frank. Typical requirements like recording control (the ability to flexibly start/stop recordings), individual access rights, and TTL as well as sophisticated encryption mechanisms are met and can be adjusted according to the customers' needs. A visual and/ or acoustic notification informs users about the recording of the call (recording notification).

One Solution: *neo* & ASC Recording Insights

Encrypted data exchange is possible between ASC Recording Insights and *neo* systems at any time. Recordings can be transferred to both systems. Individual export and import options can be defined according to the customers' requirements.

Cognitive Services

Users can transcribe, translate, and analyze audio and video data by means of Microsoft Cognitive Services. Communication content can thus be classified, extracted, transcribed, tagged, translated, and analyzed without the need for human review. Potential compliance risks can be identified proactively in real time.

Data Security

To comply with applicable security standards, customers have the option to choose the geographic region where their data is stored in the Microsoft Azure Cloud. With over 60 regions in 140 different countries, Azure offers comprehensive options to ensure compliance and resilience. Additional security standards such as rotating encryption keys protect users from 99.9 % of cyberattacks.

Dashboards & Reporting

Dashboards can be created flexibly according to individual needs. Wallboards visualize live developments at a glance. Sophisticated search and replay functions allow relevant conversations to be found with minimal effort

Advantages

- **Compliance-Specific Solution**
  Legally compliant recording and archiving solution for Teams – across all communication channels

- **Teams App**
  Integrated application in Teams interface without the need for additional recording components

- **High-Performace 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

We record & analyze communications

ASC

Interested in a demo or free trial for 30 days? Do not hesitate to contact us here.

Here at Azure Marketplace, you find ASC Recording Insights with all its features.

Would you like to learn more about compliance recording in Microsoft Teams? Contact our experts here.

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, Spain, 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.

ASC Technologies AG
Seibelstraße 2 - 4 | Phone +49 6021 5001 0
63768 Hösbach | Fax +49 6021 5001 310
Germany | hq@asctechnologies.com

Please follow us on

asctechnologies.com

We record & analyze communications