Red Box

COMPLIANT, SECURE, RESILIENT AND SCALABLE CAPTURE FOR MICROSOFT TEAMS

Ensure adherance to regualtory requirements through Red Box's always on policy based compliance recording integration for Microsoft Teams with secure storage, retrieval, archiving and retention of communications.
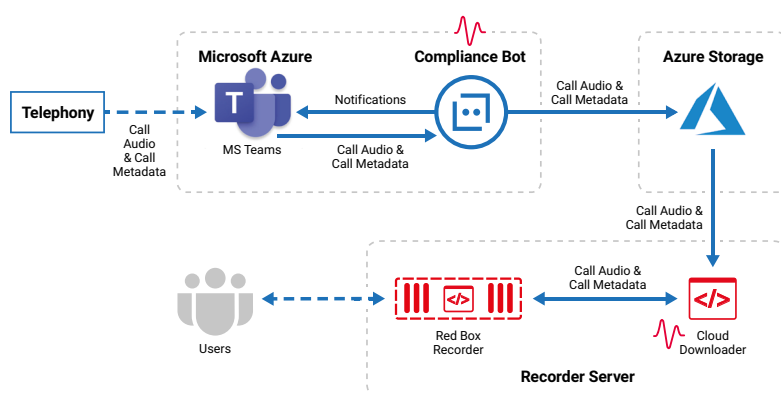
COMPLIANCE CAPTURE

In a world of evolving regulation, the need for organisations to keep a secure and accurate record of voice communications is greater than ever.

Red Box are the leader in compliant voice capture solutions and already capture and secure millions of calls daily across UC, telephony, turrets and mobiles, for customers operating in regulated environments such as financial services and call centers, adhering to regulations like Dodd Frank, MiFID II, PCI DSS and GDPR.

Through the latest extension in their Microsoft partnership Red Box provide organisations with secure, resilient and scalable capture, retrieval, archiving and retention of Microsoft Teams communications.

The Red Box integration for Microsoft Teams takes our compliance expertise, and through our Compliance Bot enables us to offer organisation's the peace of mind they need that all communications are being captured and stored securely in line with their retention policies.

POST CALL RECORDING SOLUTION

REAL TIME RECORDING SOLUTION
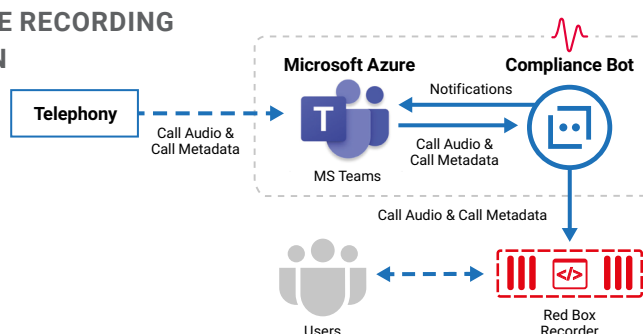
- ✓ Policy-Based voice capture with secure storage and archiving
- ✓ High quality capture with up to 99.999% service availability
- ✓ Fast and flexible deployment options to suit organisational needs.
- ✓ Compliance recording specialists trusted by over 3,500 customers worldwide.
- ✓ Supports dedicated Teams or mixed Teams and other telephony environments.
- ✓ Maximise the use of voice data through secure open APIs.
- ✓ DTMF detection to enable suppression of sensitive data for PCI compliance.

THE PLATFORM FOR VOICE

The Red Box compliance recording solution for Teams captures all conversations that take place within the application for all regulated users automatically.

All captured communications can be utilised within the Quantify product suite from Red Box, including highly accurate transcription and made available for further analysis, incident reconstruction and compliance monitoring.

Through the Red Box open philosophy they are able to work with multiple Direct Routing vendors to support organisations with their Teams solutions.

RESILIENT & SECURE

Red Box supports the highest levels of resiliency with up to 99.999% service availability, the solution is highly scalable and offers AI-quality stereo voice capture for small business and global enterprises alike.

Captured communications and metadata are securely stored with AES b256 bit encryption available.

Organisations can also through our open APIs, export their captured data to external leading compliance archiving and storage solutions.

To learn more about our Microsoft Teams integration and to schedule a demo contact us at enquiries@redboxvoice.com

MAXIMISE YOUR VOICE DATA

With Red Box, organisations retain complete voice data sovereignty and through a broad partner ecosystem enable them to maximise their voice data.

As a Microsoft preferred telephony partner for Dynamics 365, Red Box provide organisations with AI-ready voice data for conversation intelligence, part of Dynamics 365 Customer Service Insights and Sales Insights.

Organisations analyse calls at scale and generate valuable insights that will enable them to optimise training and coaching and ultimately improve the performance of individual agents and the team as a whole, as well as unlocking valuable actionable insights around topics and issues affecting the customer experience and sales performance.

ABOUT RED BOX

Red Box is a leading global voice capture specialist and has been selected by Microsoft as a preferred partner to fuel conversation intelligence. With our expertise in voice and integrations with all major communication platforms, organisations can quickly be leveraging high quality audio captured from existing infrastructure, rich metadata and Microsoft transcripts of those conversations at scale, to unlock performance enhancing insights.