

# Compliant Call Recording for Microsoft Teams



**Whether you need to ensure regulatory compliance for your business or you want to record, monitor and store interactions for quality management, the Verint interaction recording solution from Viatel is for you.**

**Recording, archiving, searching, retrieving and monitoring communication across Microsoft Teams has never been easier.**

Teams call recording from Viatel offers a transformative, integrated compliance solution for both internal and external communication. Capture everything from meetings and voice or video conferencing to screen sharing and chat conversations. Secure compliance capture enables regulated organisations to confidently meet strict record-keeping, communications monitoring and reporting requirements as well as being the perfect tool for quality management.

## CONTACT US

Discover what Viatel can do for your business. Please don't hesitate to get in touch.

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IMPROVED  
COMPLIANCE  
ACROSS  
CHANNELS



FLEXIBLE  
DEPLOYMENT  
AND  
INTEGRATION



REDUCED COST  
OF  
COMPLIANCE

# MICROSOFT TEAMS RECORDING SERVICE FEATURES

Viatel deploys Verint's market-leading Teams Capture recording technology. This approved solution uses Microsoft's open APIs, ensuring seamless integration with Microsoft Teams. Deployed in the cloud, or as a hybrid solution, it can centrally record Microsoft Teams peer-to-peer, channel-based and group interactions for monitoring, recordkeeping and reporting purposes. The solution offers a broad range of capabilities, including:



## COMPLIANCE RECORDING

Captures and stores complete communication records from thousands of channels at multiple sites, with resilient recording across multiple endpoints and calling scenarios (PSTN, peer-to-peer, conference meetings, virtual consults, and meeting room-enabled devices).



## DATA INTEGRITY

Helps ensure data protection and integrity with encryption and robust security mechanisms.



## COGNITIVE CAPABILITY

Facilitates voice transcription and advanced search for rapid data discovery and analysis.



## ENHANCED USABILITY

Archives records in a single, easily navigable repository for instant search and playback.



## DATA INTELLIGENCE

Provides real-time, customisable dashboards and reporting to give a "single-pane-of-glass" view of your compliance infrastructure.



## STORAGE INTEGRATIONS

Allows recorded data to be stored on-premises or on multiple third-party cloud storage and Write Once Read Many (WORM) archive solutions.

RECORDED COMMUNICATION MODES IN TEAMS MEETINGS



Video Calling



Instant Messaging



Video Conference



Screen Sharing



Attachments

HOLISTIC MS COLLABORATION COMPLIANCE CAPABILITIES



Records Retention & Data Governance



Policy Enforcement



Recording Assurance



Speech Search & Transcription



Compliance Investigation

## WHY CHOOSE A FULLY MANAGED TEAMS RECORDING SOLUTION?

**Improve efficiency and dependability** of recording operations with a Viatel managed solution. Benefit from lower provisioning costs and no technical infrastructure maintenance requirements.

**Quick-to-deploy:** can be up and running within days.

**Flexible user numbers** with options to flex month-to-month.