



Call Recording for Microsoft Teams Phone

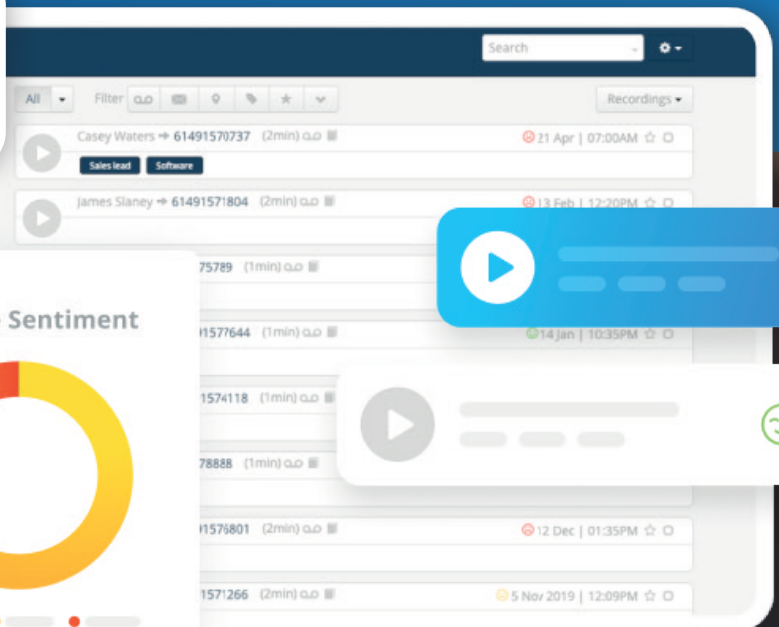
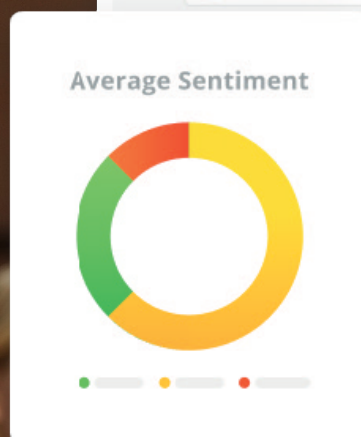
Record, Store and Retrieve any Conversation

Introducing Call Recording for Microsoft Teams Phone

A cloud based, compliant and always accessible call recording solution for your organisation.

A fully certified, call recording solution for Microsoft Teams Phone for over 200 service provider networks and solutions globally. It enables businesses of all sizes to improve customer service levels, as well as help them meet their legal and regulatory obligations for Microsoft Teams users, no matter their location; in a call centre, office environment or working from home.

We offer three different licence types for Call Recording for Microsoft Teams Phone - Lite, Standard and Premium.



Record, Store and Retrieve Any Conversation

Never lose valuable insights again.

Call recording for Microsoft Teams Phone is a powerful solution for businesses looking to capture, manage and review important conversations.

With this solution, audio recordings of Teams calls can be easily made and stored for future reference. The recorded audio can be replayed at any time or even transcribed into intelligent voice transcripts, providing a comprehensive written record of the conversation.

Share and replay recordings

Share conversations to implement feedback, training, coaching for employee performance and improve the efficiency of order validations, dispute resolutions, and much more.

Catch crucial conversations

Follow up on advice given or commitments made with clients, employees or suppliers. Find evidence of hearsay from any conversation with quick dispute resolution and remediation. Configure email notifications to be sent if a caller exhibits certain emotions or if a specific word, such as 'manager', is mentioned during a recorded call.

Compliant and unified recording

Compliantly capture and unify crucial conversations from voice and chat across multiple devices, including; softphone client, web client, mobile app or a physical handset.

According to Gartner, analysts predict that by 2025, "75% of conversations at work will be recorded and analysed, enabling the discovery of added organisational value or risk."

Source: Gartner Top 10 Strategic Predictions for 2021 and Beyond - 2021



Record Secure



Store Compliant



Retrieve Unified



Why Call Recording for Microsoft Teams Phone?

Boost Performance

Improve employee performance and customer satisfaction.

Dispute Resolution

Resolve disputes and protect businesses and employees with call recording.

Improve Coaching & Training

Capture every customer conversation for coaching and performance management.

Regulatory Compliance

Compliant with MiFID II and GDPR.

Recording Log

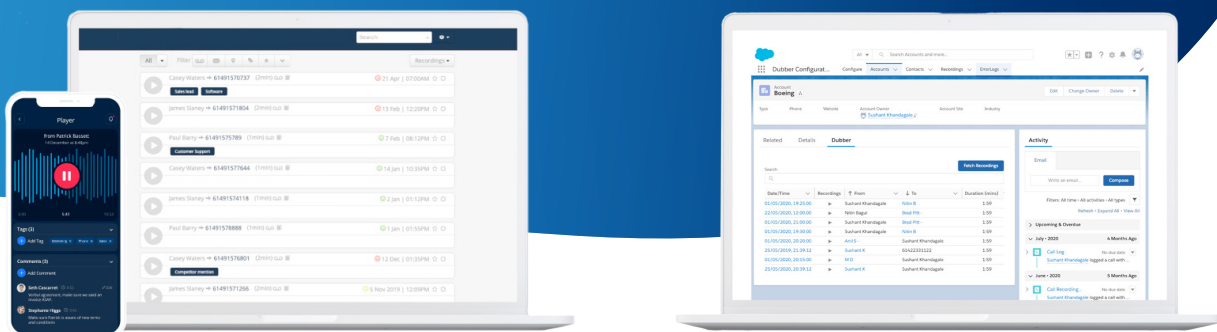
An elastic search feature provides almost instant access to recordings and voice AI transcriptions.

Analytics

Drive better business decisions by exporting call recording data to create live reporting on platforms such as Power Bi.

Simple to Use Interface

Clear, Concise and Consistent



Accessible on any Device

Cloud based call recording accessible anywhere, on any device. Call Recording for Microsoft Teams Phone gives access to live call data or voice transcripts (Premium only). Instantly play a call or download as an attachment for an email.

Keep Recordings in a Secure Online Portal

Standard and Premium include unlimited cloud storage of your recordings (Lite - 12 months storage and retention). You'll never run out of storage, and your recordings are securely stored until you decide to delete them.

Premium Exclusive Features

Voice AI transcriptions

Voice AI transcriptions allow you to unlock the value in call recordings with conversational intelligence, and real-time text and speech-based insights. Search across voice conversations as if they were emails; easily find talking points, keyword mentions, or verify customer discrepancies

Conversational Intelligence

Real-time reporting on customer and agent sentiment, tone and emotion, will ensure you receive greater business insights. Target performance improvements. Train employees on what was actually said and happened. Extract live data from Dubber and create reporting in platforms such as Power Bi or integrate with Salesforce.



Find out more at ChessICT.co.uk

Benefits of Call Recording for Microsoft Teams Phone

Global Leader

Global leading platform in Conversation Capture and Intelligence

Fully integrated

Native to Microsoft Teams - ideal for businesses of all sizes

Capture and unify

Calls from multiple devices or applications

Minimise costs

No setup / connection charges

Cloud-based solution

Combines affordability, scalability and flexibility

Rapid provisioning and setup

No CapEx, hardware or on-premise equipment needed

Instant download

Ability to download single and bulk call recordings on demand

Support

Online Support Team to help when you need it

Training and support

Chess' customer support team will get you set up, trained and ready to go

Compliant and secure

Address regulation requirements including MiFID II and GDPR

Real-time search

Access calls, meeting notes, instant data analysis from your mobile or browser

UK based cloud storage

Standard and Premium includes unlimited cloud storage of your recordings (Lite - 12 months storage and retention)

How Call Recording for Microsoft Teams Phone Works



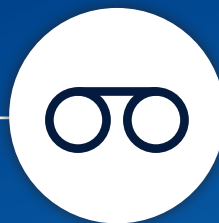
Choose licence based on features required



Phone numbers are connected to the platform in the cloud



Choose what users or departments you want to record



Conversations are recorded and transformed into data. e.g. recordings, voice transcriptions



Calls and data are stored in the Cloud. Simply search on the App or Web console

*PowerShell experience may be required for more complex communications environments.



Find out more at ChessICT.co.uk

Call Recording for Microsoft Teams Phone

Compare Licences

Licence Features	Lite	Standard	Premium
Single user licences	•	•	•
Compliant audio recording	•	•	•
Retention period	12 Months	Unlimited	Unlimited
Download single	•	•	•
Download bulk	•	•	•
Keyword search	•	•	•
Legal hold			•
Voice AI transcriptions			•
Voice AI (Sentiment, Emotion)			•
Alerts			•

Standard Features for all licence types:

- Pause and resume
- Recorded voice announcements (RVA)
- Workspace web application
- Multi-language web app
- User inbox
- iOS and Android apps
- Search user recordings
- Access controls
- Audit reporting
- GDPR compliance
- ISO27001 compliance
- Online support

Q&A

What is Call Recording for Microsoft Teams Phone?

Call Recording for Microsoft Teams Phone allows businesses to capture and record all of their Microsoft Teams calls in compliance with mandated regulations. Voice AI (Premium) then allows those same businesses to unlock the value in those calls with conversational intelligence, and real-time text and speech-based insights to improve information accuracy, productivity and streamlined communication.

Who should use Call Recording for Microsoft Teams Phone?

Call Recording is available for Microsoft Calling Plan, Direct Routing and Operator Connect for Microsoft Teams Phone offerings and is crucial to users with the need to capture, store and replay all their calls and conversations in compliance with MiFID II, as well as other key regulations.

Do I need any additional hardware in addition to the purchase of licences?

No, call recording is directly integrated across the Microsoft Teams Phone portfolio and is 100% cloud-based.

Is the solution certified for compliance call recording on Microsoft Teams Phone?

Yes, it was one of the first solutions to be officially certified by Microsoft for Compliant Recording.

How do I access recordings?

Recordings are accessible to the respective recorded user and/or recording administrator via the dedicated portal and app.

What is the maximum recording length?

Call recordings are not limited by length.

Are recordings On Demand or Always on?

It effectively enables call recording to be configured to business and/or user needs. This includes enabling On-Demand recording, Always-on recording, and pause/resume capabilities.

Can recordings be paused?

The platform will work with all recording options, these include On Demand, Always-on and Always-on with Pause / Resume.

How long can I keep my recordings for?

Standard and Premium include unlimited cloud storage of your recordings (Lite - 12 months storage and retention).

How do I download all of my organisation's recordings?

Your call recording platform administrator has permissions enabling bulk file controls via the administration portal.

How do I access recordings of individual users?

Your call recording platform administrator has permissions enabling the retrieval of individual user recordings via the portal.

Does it support Legal Hold?

Yes, Legal Hold is available on the Premium Licence.

How long are call recordings retained?

Recordings have an unlimited retention period (Lite - 12 months), but can also be set at an account level (i.e. 30 days, 1-year, 7-years, 20-years etc).

How long until my recordings are available for viewing or distribution?

Voice recordings are available after the conclusion of a call.

Is there a limitation on the number of recordings?

There is no limit to the number of recordings a user can generate.

Can I integrate my voice data and automated workflows with my CRM and other existing business tools?

The Open API, available within the Premium licence, allows users to integrate their call logs, transcripts and voice data with existing business tools like Power BI or Salesforce.

Making IT Work For You

Chess is one of the UK's leading independent and trusted technology service providers, employing more than 240 skilled people across the UK, supporting over 18,000 organisations.

We believe IT should work for you, reduce costs, deliver efficiency, keep you secure, enhance your work-life balance, improving performance. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than 17 years in the top 100.



Contact Our Team

✉ workfromanywhere@ChessICT.co.uk

☎ 0800 688 8858

➡ ChessICT.co.uk





chess[®] 
ChessICT.co.uk