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1. ASC Expertise

ASC is a cloud service provider for compliance recording and analytics. We address all enterprises with recording needs, especially financial institutions, public safety organizations and contact centers. We record, analyze and evaluate interactions across all media, including calls, meetings and chat. The content of communication becomes accessible and critical information and trends are revealed. Headquartered in Germany and with subsidiaries in the United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as certified and experienced system integration partners, ASC is a powerful global player with a worldwide sales and service network. ASC is a selected Microsoft partner for compliance recording and analytics and adds this functionality to Microsoft Teams.

2. Solution Overview

ASC Recording Insights is a native app for compliance recording and analytics integrated in Microsoft Teams. It captures and stores all communications via Teams in Microsoft Azure, allowing you to comply with legal requirements in different sectors. It allows customers to record and archive one-to-one PSTN-to-Teams calls and Microsoft Calling Plan calls as well as online meetings, video and chat to fully meet compliance requirements (any 3rd party application integrated in Microsoft Teams or federated external communication channel need to be verified separately). Using Microsoft Azure Cognitive Services, the solution automatically transcribes all recorded communications, translates them into multiple languages and analyzes the results to find key metadata and identify compliance risks.

The entire communication is stored in the Microsoft Azure Cloud. Azure regions are selectable to fulfill compliance with the complex requirements of MiFID II, HIPAA, Dodd-Frank or FinVermV when using Microsoft Teams.

All recorded data is encrypted tenant-specifically and saved in Azure Blob Storage (a geographical region or even customer subscription is selectable on demand). By offering the possibility to configure access rights on tenant level, the solution ensures that only respectively authorized users may access the data. The settings can be customized according to individual requirements. This enables companies to meet crucial regulations regarding compliance recording and data protection.

2.1. Advantages of ASC Recording Insights for Microsoft Teams

- Solution certified for Microsoft Teams
- Secure recording and archiving of the entire communication in Microsoft Teams
- Tenant-specific encryption of data incl. Customer-Managed Keys (bring your own key, BYOK) and key Rotation
- Access rights management
- Optional compliance features to meet specific compliance requirements of different industries
- Recording control to start, stop, mute, keep and delete (keep/delete available in Q3/22) the recording with individual tagging of conversations
- Transcription, translation, keyword spotting (based on Microsoft Cognitive Services)
- Report functionality with alarming option
- Native app in Microsoft Teams integrated directly into the user interface of Microsoft Teams
- Available on all platforms supported by Microsoft Teams (even on tablets and mobile phones)
- Recording rules with definable retention periods per recordings
- Quick and easy deployment thanks to “Click & Buy”
- Hosted in various Azure regions (storage location can be selected by customer on demand – bring your own storage (BYOS) scenarios available on demand
- Multi-Region Storage support
- Flexible, scalable and highly available with optional parallel recording measures
- User matching via Microsoft Azure Active Directory
- Azure AD Group Integration
- Post Compression functionality
- Archiving options
- Export / Import functionality

- Multi Language UI (English, German, Japanese, Dutch, Chinese, French → others coming soon)

2.2. Use Cases for Compliance Recording & Analytics

<p>Financial Services</p> <ul style="list-style-type: none"> Banks, insurances, trading desks Fulfillment of legal regulations Fraud detection & risk management 	<p>Healthcare & Life Science</p> <ul style="list-style-type: none"> Hospitals, pharma & healthcare providers Telemedicine documentation Improve care & efficiency
<p>Utilities & Manufacturing</p> <ul style="list-style-type: none"> Trading, distribution, quality management Liability protection for disaster response Verification & quality of service 	<p>Education & Media</p> <ul style="list-style-type: none"> Enabling distance learning Campus safety & research Interview transcription & translation
<p>Public Sector</p> <ul style="list-style-type: none"> Protecting people & property Monitoring communications Fast response in emergency 	<p>Travel & Hospitality</p> <ul style="list-style-type: none"> Documentation of bookings & service Improve customer service Resolve disputes and generate reports
<p>Digital Justice</p> <ul style="list-style-type: none"> Law firms, courts, prisons Discovery process with clients Digital court cases & hearings 	<p>Contact Center & Retail</p> <ul style="list-style-type: none"> Transaction verification Enhancing customer service quality Increase staff productivity & sales

3. Service Description

3.1. Package Overview

Compliance UC Recording	Compliance Voice Recording	Smart UC Recording	Smart Voice Recording
<ul style="list-style-type: none"> Voice, video & screen sharing recording (depending on integration) Parallel recording Individual recording & archiving rules Recording on demand Individual user rights & access management Search & replay Replay authorization Reports Conversation safe Geo-redundant storage Customer-Managed Keys (BYOK) 	<ul style="list-style-type: none"> Voice recording Parallel recording Individual recording & archiving rules Recording on demand Individual user rights & access management Search & replay Replay authorization Reports Conversation safe Geo-redundant storage Customer-Managed Keys (BYOK) 	<ul style="list-style-type: none"> Voice, video & screen sharing recording (depending on integration) Individual recording & archiving rules Recording on demand Individual user rights & access management Search & replay Reports 	<ul style="list-style-type: none"> Voice recording Individual recording & archiving rules Recording on demand Individual user rights & access management Search & replay Reports
5 GB storage incl.*	5 GB storage incl.*	5 GB storage incl.*	no storage incl.*

*in ASC Azure subscription

Add-On Analytics	Add-On Compliance Chat	Add-On Integration
<ul style="list-style-type: none"> Cognitive Services enablement for speech-to-text & translation Required add-on: Cognitive Services hours Compliance Policy Engine 	<ul style="list-style-type: none"> Add-on for recording of chat outside of calls & meetings Requires Microsoft Export API 	<ul style="list-style-type: none"> Add-on for integrations <ul style="list-style-type: none"> MS Dynamics 365 Ring Central Zoom

3.2. Offered Packages

The solution is licensed per named user per month, i.e. every activated subscription for a user package can be assigned to one named user. Customers can choose either Compliance Voice, Compliance UC, Smart UC or Smart Voice recording packages. For all packages, add-ons are available enabling the use of analytics packages (additional analytics packages are required) or for chat recording.

Please note, it is not possible to mix Compliance UC/Voice- with Smart UC/Voice recording licenses. However, mixing of Compliance UC with Compliance Voice licenses is supported, respectively Smart UC/Voice licenses.

3.3. Compliance UC Recording

This package offers users an enhanced feature set especially designed for companies with regulated users. It enables the recording of voice, video and screen sharing. In addition to that, recording within the Compliance UC Recording package is especially secured with redundant recording capabilities and the option to use geo-redundant storage.

Please note that based on the Microsoft license requirements Compliance Recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link:

<https://docs.microsoft.com/en-us/microsoftteams/teams-recording-policy>

The solution includes:

- Recording of specified named users
- Parallel Recording (Redundant recording of conversations via two recording bots)
- The recorded data is stored securely within a Microsoft Azure Block Object (Blob) Storage. 5GB of storage is included per named user subscription and is shared within the whole tenant. For available storage locations please refer to the section "Storage".

For Compliance UC Recording packages besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.

- Access to ASC Recording Insights application, which is the entry point to the recording service. The application provides access to all important modules, such as Recording, Dashboard, Settings or User Configuration. After authentication on the Configuration website, the user can access the functions within Microsoft Teams without having to install additional software on the client-PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.
- Encryption with Microsoft Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- Usage of different recording modes:
 - Bulk recording:
All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.

➤ Recording on Demand:

Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated within the recording rules and then be assigned to individual users. This includes:

- Starting the recording (“Start”)
- Stopping the recording (“Stop”)
- Rules based recording

At the start of the call, it is decided based on rules stored in the application whether the call should be recorded or not.

- Recording rules can be determined e.g. for the following parameters:
 - Never record – Users with this setting will never be recorded by own organization (Assigned tenant ID)
 - Audio
 - Video/screen
 - Chat (add-on “Chat Recording” required)
 - Direction of the call
- Retention time - A deletion time can be determined within a recording rule, so that the recording will be deleted once the retention time is reached.
- User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.
 - Search and replay rules can be determined e.g. for the following parameters:
 - No recordings (User cannot replay recordings)
 - Own recordings (User can only replay own recordings)
 - Team/group recordings (User can replay own and assigned team/group recordings)
 - All recordings (User can replay all recordings)
 - Access and right rules can be determined e.g. for the following parameters:
 - User
 - Manager
 - Admin
 - Define own rules e.g. for Supervisor, Compliance Officer, etc.
- Conversation Safe - A individual collection of conversations can be complied so that they cannot be deleted during proceedings for the preservation of evidence e.g. for Litigation Hold
- Audit logs - All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.
- Usage of reporting:
 - Recording report:
A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
 - Audit Log report:
An Audit Log report can be created based upon selected audit log events.
 - Extended report:
An extended report can be created based upon additional KPI's and individual selections.

3.4. Compliance Voice Recording

This package offers users a feature set especially designed for companies with regulated users and a focus on voice conversations. It enables the recording of voice; in addition to that, recording within the Compliance Voice Recording package is especially secured with redundant recording capabilities and the option to use geo-redundant storage.

Please note that based on the Microsoft license requirements Compliance Recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link:

<https://docs.microsoft.com/en-us/microsoftteams/teams-recording-policy>

The solution includes:

- Recording of specified named users
- Parallel Recording (Redundant recording of conversations via two recording bots)
- The recorded data is stored securely within a Microsoft Azure Block Object (Blob) Storage. 5GB of storage is included per named user subscription and is shared within the whole tenant. For available storage locations please refer to the section “Storage”.
For Compliance Voice Recording packages besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.
- Access to ASC Recording Insights application, which is the entry point to the recording service. The application provides access to all important modules, such as Recording, Dashboard, Settings or User Configuration. After authentication on the Configuration website, the user can access the functions within Microsoft Teams without having to install additional software on the client-PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.
- Encryption with Microsoft Key Management – All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- Usage of different recording modes:
 - Bulk recording:
All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.
 - Recording on Demand:
Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated within the recording rules and then be assigned to individual users. This includes:
 - Starting the recording (“Start”)
 - Stopping the recording (“Stop”)
 - Rules-based recordingAt the start of the call, it is decided based on rules stored in the application whether the call should be recorded or not.
- Recording rules can be determined e.g. for the following parameters:
 - Never record – Users with this setting will never be recorded by own organization (Assigned tenant ID)
 - Audio
 - Chat (add-on “Chat Recording” required)
 - Direction of the call
- Retention time - A deletion time can be determined within a recording rule, so that the recording will be deleted once the retention time is reached.
- User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.
- Search and replay rules can be determined e.g. for the following parameters:
 - No recordings (User cannot replay recordings)

- Own recordings (User can only replay own recordings)
- Team/group recordings (User can replay own and assigned team/group recordings)
- All recordings (User can replay all recordings)
- Access and right rules can be determined e.g. for the following parameters:
 - User
 - Manager
 - Admin
 - Define own rules e.g. for Supervisor, Compliance Officer, etc.
- Conversation Safe - An individual collection of conversations can be complied so that they cannot be deleted during proceedings for the preservation of evidence e.g. for Litigation Hold
- Audit logs - All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.
- Usage of reporting:
 - Recording report:
A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
 - Audit Log report:
An Audit Log report can be created based upon selected audit log events.
 - Extended report:
Extended reports can be created based upon additional KPI's and individual selections.

3.5. Smart UC Recording

This package offers users a solid basis for recording of conversations within Microsoft Teams. It enables the recording of voice, video and screen sharing.

Please note that based on the Microsoft license requirements Compliance Recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link:

<https://docs.microsoft.com/en-us/microsoftteams/teams-recording-policy>

The solution includes:

- Recording of specified named users
- The recorded data is stored securely within a Microsoft Azure Block Object (Blob) Storage. 5GB of storage is included per named user subscription and is shared within the whole tenant. For available storage locations please refer to the section "Storage".
- Access to ASC Recording Insights application, which is the entry point to the recording service. The application provides access to all important modules, such as Recording, Dashboard, Settings or User Configuration. After authentication on the Configuration website, the user can access the functions within Microsoft Teams without having to install additional software on the client-PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.
- Encryption with Microsoft Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
- Recording of conversations via one Microsoft bot (non-redundant)

- Usage of different recording modes:
 - Bulk recording:
All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.
 - Recording on Demand:
Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated within the recording rules and then be assigned to individual users. This includes:
 - Starting the recording (“Start”)
 - Stopping the recording (“Stop”)
 - Rules based recording

- At the start of the call, it is decided based on rules stored in the application whether the call should be recorded or not.

- Recording rules can be determined e.g. for the following parameters:
 - Never record - Users with this setting will never be recorded by own organization (Assigned tenant ID)
 - Audio
 - Video/screen
 - Chat (add-on “Chat Recording” required)
 - Direction of the call

- Retention time - A deletion time can be determined within a Recording Rule, so that the recording will be deleted once the retention time is reached.

- User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.
 - Search and replay rules can be determined e.g. for the following parameters:
 - No recordings (User cannot replay recordings)
 - Own recordings (User can only replay own recordings)
 - Team/group recordings (User can replay own and assigned team/group recordings)
 - All recordings (User can replay all recordings)
 - Access and right rules can be determined e.g. for following parameters:
 - User
 - Manager
 - Admin
 - Define own rules e.g. for Supervisor, Compliance Officer, etc.

- Audit logs - All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.

- Usage of reporting:
 - Recording report:
A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
 - Audit Log report:
An Audit Log report can be created based upon selected audit log events.
 - Extended report:
Extended reports can be created based upon additional KPI's and individual selections.

3.6. Smart Voice Recording

This package offers users a solid basis for recording of conversations within Microsoft Teams and enables the recording of voice.

Please note that based on the Microsoft license requirements Compliance Recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link:

<https://docs.microsoft.com/en-us/microsoftteams/teams-recording-policy>

The solution includes:

- Recording of specified named users
 - The recorded data is stored securely within a Microsoft Azure Block Object (Blob) Storage. No storage is included per named user subscription. For available storage packages and locations please refer to the section "Storage".
 - Access to ASC Recording Insights application, which is the entry point to the recording service. The application provides access to all important modules, such as Recording, Dashboard, Settings or User Configuration. After authentication on the Configuration website, the user can access the functions within Microsoft Teams without having to install additional software on the client-PC. To ensure the necessary security during the transmission, a secured connection (SSL) is used.
 - Encryption with Microsoft Key Management - All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.
 - Recording of conversations via one Microsoft bot (non-redundant)
 - Usage of different recording modes:
 - Bulk recording:
All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.
 - Recording on Demand:
Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated within the recording rules and then be assigned to individual users. This includes:
 - Starting the recording ("Start")
 - Stopping the recording ("Stop")
 - Rules based recording
- At the start of the call, it is decided based on rules stored in the application whether the call should be recorded or not.
- Recording rules can be determined e.g. for the following parameters:
 - Never record - Users with this setting will never be recorded by own organization (Assigned tenant ID)
 - Audio
 - Chat (add-on "Chat Recording" required)
 - Direction of the call
 - Retention time - A deletion time can be determined within a Recording Rule, so that the recording will be deleted once the retention time is reached.
 - User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.
 - Search and replay rules can be determined e.g. for the following parameters:
 - No recordings (User cannot replay recordings)

- Own recordings (User can only replay own recordings)
- Team/group recordings (User can replay own and assigned team/group recordings)
- All recordings (User can replay all recordings)

- Access and right rules can be determined e.g. for following parameters:
 - User
 - Manager
 - Admin
 - Define own rules e.g. for Supervisor, Compliance Officer, etc.

- Audit logs - All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.

- Usage of reporting:
 - Recording report:
A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
 - Audit Log report:
An Audit Log report can be created based upon selected audit log events.
 - Extended report:
Extended reports can be created based upon additional KPI's and individual selections.

3.7. Add-on for Analytics

This add-on enables the usage of analytics packages for the respective users and provides the possibility to add Microsoft Cognitive Services for analytics to gain deeper insights. It is featured with configurable analytics rule per user and specific analytics centric dashboards and reports. The Microsoft Cognitive Services must be added as an additional package.

The add-on enables (based on the subscribed analytics packages):

- Visualized transcript - The conversation is transferred from speech to text.
- Highlight keywords - All predefined keywords that are spotted within the recording are marked and displayed as keywords.
- Categorization on basis of keywords - All keywords that are spotted within the recording are marked and displayed in categories.
- Displaying sentiment - All sentiments within the recording such as neutral, positive, mixture or negative are marked and displayed.
- Usage of additional analytics user rights & access management for specified named users.
Analysis rules can be determined e.g. for the following parameters:
 - No Analytics allowed
 - Analyze on demand
 - Analyze all
 - Individual analytics
- Usage of additional reporting:
Analytics report: A analytics report can be created based upon the number of calls with selected keywords or categories.

3.8. Add-on for Chat Recording

This add-on enables the possibility to record any type of chat conversations whether they are 1:n, within calls or meetings and channel chats (Please note that channels declared as private are not accessible). With the Chat Recording Add-on license the chat messages are captured in regular

intervals via the Microsoft Graph Export API for Teams messages and stored based on rules defined within the recording rule section (e.g. set an appropriate retention time).

3.9. Chat Recording – Standalone

This license enables the possibility to record any type of chat conversations whether they are 1:n, within calls or meetings and channel chats (Please note that channels declared as private are not accessible). With the Chat Recording Standalone License, the chat messages are captured in regular intervals via the *Microsoft Graph Export API for Teams messages* and stored based on rules defined within the recording rule section (e.g. set an appropriate retention time). In contrast to the Add-on license for Chat Recording (mentioned above) no additional recording license is required per user.

3.10. Add-on for ASC Compliance Policy Engine

Compliance requirements are not only increasing quantitatively but are also becoming more complex. For companies, it is often no longer sufficient to ensure compliant recording and storage. In addition, there is a risk that action will only be taken if investigations have already been initiated. The proactive identification of hazards and risks takes on a new dimension and the actual content of the recorded communication becomes more and more relevant.

Our many years of experience in the field of speech analytics shows that this is a very time-consuming effort. Therefore, only small, or targeted samples with initial suspicion are considered. The analysis of only random samples carries a high risk for companies. ASC wants to address this issue and efficiently support companies with simple analysis of conversations in an efficient way. The Compliance Policy Engine easily identify relevant, risky, or non-compliant conversations by systematically scanning for predefined and/or company-specific content.

3.10.1. Description of the functionality

Based on the transcript conversations are checked for guidelines. The policy defines the user and the content of the conversations to be checked. Within the policy rules, the content is summarized and defined. Keywords, patterns, phrases, and categories can be individually combined for analyses. Depending on the predefined or customization with customer-specific content, the analyzed conversations are detected and displayed in Dashboards to be used for targeted internal investigations.

3.10.2. Requirements

The ASC Compliance Policy Engine are a service within Recording Insights. In addition to Recording Insights Recording Packages and the Analytics Enabling Add-on, additional licenses for the Compliance Policy Engine per user and Cognitive Services Consumption packages must be purchased.

3.11. Add-on for Integrations

3.11.1. RingCentral MVP

This integration license enables the possibility to capture conversations from RingCentral MVP for compliance archiving and retrieval purposes. The Integration for RingCentral is available either as standalone solution or in combination with other UC integrations.

Currently the following modalities are supported:

- Voice interactions/ Phone Calls

The support for meeting recordings (screen share and video) is already implemented within ASCRI but the API is not yet publicly available by RingCentral. Therefore, implementation is only possible after release by RingCentral which is planned for later in 2022.

3.11.2. Zoom Meetings & Phone

This integration license enables the possibility to capture conversations from Zoom Meetings/Phone for compliance archiving and retrieval purposes. The Integration for Zoom is available either as standalone solution or in combination with other UC integrations.

Currently the following modalities are supported:

- For Zoom Meetings: Voice, Video/Screen Sharing and Chat
- For Zoom Phone: Voice interactions/ Phone Calls (Integration for Zoom Phone requires PDM approval)

3.11.3. Dynamics 365 Integration

ASC is offering an add-on for integrating recording within Dynamics 365. This add-on is licensed per named user and available in addition to an existing recording user subscription.

The Plugin enables a user to take full control over the recording capabilities via the Dynamics 365 app, it provides the possibility to start recordings from within Dynamics via the “Start Recording” button or to manually link recordings to an entity (in case of bulk recording).

The recordings linked to an entity (e.g. an opportunity or a contact) are listed in the respective timeline. The type of the list entry is a phone call and it contains information about participants of the call, start, duration, the conversation ID of the recording and a link leading to the replay of the recording. For security reasons, the recording itself will not leave the ASC Recording Insights environment.

In addition to the timeline entry, it is also possible to integrate an iframe containing an entry list with all filtered calls for the specific entity. In this case the ASC Recording Insights web app is displayed in the iframe and a direct replay within the Dynamics 365 UI is possible.

4. Additional Options

4.1. Storage

The recorded data is securely stored within a Microsoft Azure block object (blob) Storage. Within the tenant, 5GB of storage is included per named user subscription (Smart Voice Recording excluded). If the included storage quota is exceeded, an additional storage package is required. Each storage option includes 500GB storage space for the entire tenant and is charged per month.

ASC offers Tenant separated Azure Blob storages with access tier “hot” / “archive” configurations and LRS/GRS redundancy. Any other option that differs from our standard needs to be requested.

Customers can bring their own Azure blob storage (bring your own storage; BYOS) with any type of access tier configurations and redundancy. Customers are further fully responsible for any issues in respect to the storage account. Additional costs will occur to process and transfer the data over to the customers Azure storage location based on the appropriate region (Data Transport Azure Package).

In case of problems with customer's own storage – e.g. no connection – ASC temporarily buffers the data to prevent any data loss (data in motion). If the connection is restored (within 7 days), the data is finally stored in its predefined destination (data at rest).

Additional Storage types can be supported on request:

- Data Lake Storage
- Immutable Storage
- Azure-Stack-Hub

Example:

- Customer has 10 users and therefore 50GB storage space included. Within the first month he records 45GB of audio and video conversations. Therefore, within month 1 no additional storage package is required.
- In the second month customer records additional 35GB and now has stored 80GB in total. As soon as he exceeds the included storage, he needs an additional storage package (500GB).
- In the third month he stores additional 40GB and now has stored 120GB in total. With the included 50GB and the additional 500GB package he can store up to 550GB, therefore no additional package is required.

- **Storage 500 GB - GRS (Area 1) – per package / per month:**

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the selected Microsoft Azure Region.
Currently available Azure regions in GRS Area 1 are

- North Central US
- Europe North
- UK South
- Canada Central
- Japan East
- UAE North
- Other regions on request

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

- **Storage 500 GB - GRS (Area 2) – per package / per month:**

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the chosen Microsoft Azure Region.
Currently available Azure regions in GRS Area 2 are

- East Asia
- Switzerland North
- Brazil South
- Australia East
- Other regions on request

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

- **Storage 500 GB - LRS (Area 1) – per package / per month:**

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in the selected Microsoft Azure Region.
Currently available regions in LRS Area 1 are

- North Central US
- Europe North
- UK South
- East Asia
- Canada Central
- Japan East
- UAE North
- Other regions on request

- **Storage 500 GB - LRS (Area 2) – per package / per month:**

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in the selected Microsoft Azure Region. Currently available region in LRS Area 2 is

- Brazil South
- Australia East
- Other regions on request

4.1.1. Archive Storage

The archiving option will allow to send stored recordings to an archive storage which is more cost efficient when recordings should be kept for a long time and not replayed frequently. Archived calls will be marked within the application and can still be searched. Before replay, a recording has to be retrieved from the archive which can take up to 17 hours.

Note: Export packages are not required for data that is moved to archive storage.

4.1.2. Post Compression

The Post Compression feature gives clients the option to configure a time (in days) when *.wav files must be converted to .mp3 to save storage space.

4.1.3. Multi-Region Storage

The Multi-Region Storage feature enables customers to store data of the same tenant in different Azure regions. This supports customers in meeting legal requirements when data may not be stored outside the country.

4.2. Utilization of Microsoft Cognitive Services

If an analytics package is licensed in combination with a Compliance or Smart package, the corresponding functionalities can be used. With each package 100h of recordings can be analyzed per month (unused analysis time expires).

- **Transcription (100 h) – per package / per month:**

The Transcription package includes the ability to perform analysis based on Microsoft Cognitive Service Speech to Text providing a complete transition of spoken words into text. Based on this search for keywords and phrases is possible as well as categorizations and keyword spotting based on predefined or preconfigured word lists.

- **Translate (100 h) – per package / per month:**

The Translate package includes the ability to perform translation of transcribed information based on the Microsoft Translate service. Please note that transcription package is required.

At least the Transcription package listed above is mandatory to use the respective analytics functionalities within the ASC Recording Insights application. For example, having a transcript available for all or certain conversations, categorization based on keywords, highlight keywords, and reporting conversations that contain certain keywords.

4.3. Key Management

The Key Management allows clients to setup key Rotation or Customer-Managed Keys (BYOK) that can be managed via the ASC Recording Insights UI. Please note: The use of Customer-Managed Keys (BYOK) requires compliance recording packages.

The key Rotation feature enables the client to rotate encryption keys (ASC or Customer-managed Keys) based on the settings in the tenant configuration. This can be either done automatically or manual. The ASC encryption key is stored in the tenant key vault.

Customer-managed Keys support clients to use their own azure encryption keys based on the settings in tenant configuration. The encryption keys are stored in the customer key vault.

The following configurations are supported:

- Keys managed by ASC and stored in ASC key vault
- Keys managed by ASC and stored in Customer key vault
- Keys managed by Customer and stored in Customer key vault (BYOK)

4.4. Export

ASC Recording Insights currently supports the following export locations:

- EVOIP_{neo} (via Azure blob storage)
- Bloomberg Vault
- Hubstor
- Microsoft Azure blob storage
- AWS S3
- SFTP-Server

An export/transfer package is required if the recorded data should be:

- a) exported to public locations (**Data Export Public**)
One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another location outside of the Azure ecosystem. E.g., to archive recordings within a 3rd party archive solution like Bloomberg Vault or Azure Stack.
- b) exported to another location within the Azure ecosystem (**Data Export/Transfer Azure**)
One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording or if an export to a customer Azure blob storage is required.

The transfer packages described above include the costs for bandwidth, data management and processing within ASC's backend.

4.4.1. Data Export Public Packages

Data Export Public Packages offer the possibility to export an amount of 500 GB of recorded data from the respective Azure storage location to another location outside of the Azure ecosystem. E.g. to archive recordings within a 3rd party archive solution like Bloomberg Vault, SFTP (when outside of Azure Cloud), AWS S3 or Azure Stack.

If more than 500 GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

- **Data Export Public - 500 GB (Group 1) – per package / per month**
Group 1: Source of export is North America, Europe
- **Data Export Public - 500 GB (Group 2) – per package / per month**
Group 2: Source of export is Australia, Asia
- **Data Export Public - 500 GB (Group 3) – per package / per month**
Group 3: Source of export is Africa, South America

4.4.2. Data Export/Transfer Azure Packages

Data Export/Transfer Azure Packages offer the possibility to export/transfer an amount of 500GB of recorded data from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording or if an export to a customer Azure blob storage is required. If more than 500GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

- **Data Export/Transfer Azure - 500 GB (Group 1) – per package / per month**
Group 1: Export or transfer from US to US, Europe to Europe
- **Data Export/Transfer Azure - 500 GB (Group 2) – per package / per month**
Group 2: Export or transfer from US or Europe to other continents
- **Data Export/Transfer Azure - 500 GB (Group 3) – per package / per month**
Group 3: Export or transfer from Japan East or West to any other location (including Japan); Australia to any other location (including Australian Data Centers); Asia to any other location (including Asian Data Centers)
- **Data Export/Transfer Azure - 500 GB (Group 4) – per package / per month**
Group 4: Export or transfer from Brazil to any other location

5. Additional Services

5.1. Additional fee for 24/7 Support

For 24/7 support, an additional charge to all named user licenses applies, e.g. Compliance UC Recording or Smart Voice recording and named user add-ons like the compliance chat add-on or analytics add-on have to be calculated with the respective additional charge. This provides you with 24/7 access to the ASC service contacts. There is no additional charge to the “consumable” packages like storage, transcription, transfer etc.

5.2. Onboarding & Administration Training

The Onboarding & Administration Training includes a 2h web-based training for onboarding and a 2h web-based training for user administration & configuration.

5.3. Onboarding Individual

"Onboarding Individual" will be quoted individually based on the special needs of larger projects. Based on the requirements it can contain tailored training and consulting for onboarding, security reviews and administration. An "Onboarding Individual" offer becomes mandatory if the project size is 500 named users and above.

5.4. Tenant Activation Fee

The Tenant Activation Fee becomes mandatory if a partner does the onboarding by himself. ASC will do the activation of the respective customer within the ASC Recording Insights infrastructure.

5.5. Security Statement (incl. 2 days of consulting)

If a security statement during the project phase is required, this package can be ordered. It includes a basic security information and comes with 2 person-days of consulting.

5.6. API Training

The API Training service includes 0.5 person-days for web-based API training and 0.5 person-days for Q&A.