Legally Compliant Recording out of Dynamics 365

Manage your Video and Voice Communications Right within Dynamics 365

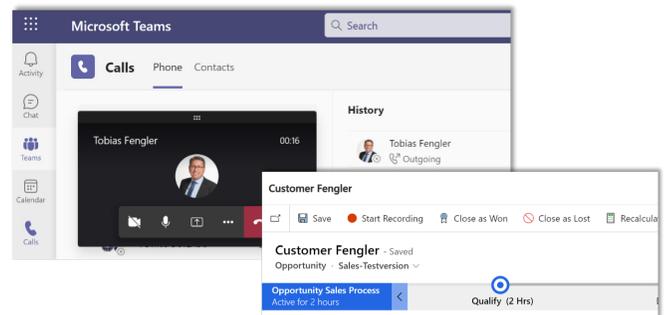### Linking your customer communications directly to where you need it

Are you still managing customer relations without the audio recordings of your conversations as part of an opportunity? Or: Are you forced to make laborious software environment changes to control compliant recording and listen to the conversations?

Market-leading Compliance Functionality:

- Start, stop, pause, and resume calls from Dynamics 365
- Have the recording linked and listed within the timeline of the respective entity (e.g. opportunity)
- Complete customer / case history in the CRM (not only events but also the content via recording)
- Transcription and translation into 90+ languages
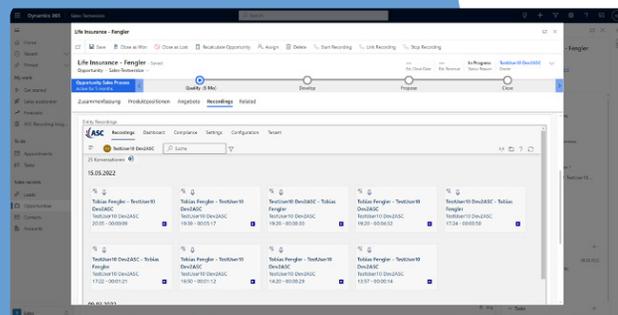- Enrich the timeline entries with AI-based analytics information

Recording Insights allows you to manage compliance recording needs without leaving your CRM. ASC's solution provides you with seamless call control capabilities linking your recordings to an entity within Dynamics 365.

The entries in the timeline can be enriched with results from ASC's Compliance Policy Engine or other speech analytics capabilities. So they can be categorized, give information or detect key phrases. The entry contains a link to the call that can be replayed in Recording Insights. It provides metadata, transcription, replay possibility and compliance details.

30-day Free Trial

of Recording Insights

Schedule a demo and set up a free trial at

asctechnologies.com

About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. Among our target groups are all companies that record their communications, especially financial service providers, contact centers, and public safety organizations. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 13 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

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