

ASC Recording Insights - Compliance Recording and Analytics for Microsoft Teams



ASC Recording Insights offers regulated users a compliant recording and analytics solution for their entire communication in Teams – including chat, phone calls, meetings, and video conferences for Calling Plan, PSTN or Direct Routing.

ASC Recording Insights has been integrated into Teams and allows financial institutions, contact

centers, and other companies to document calls and archive recordings in compliance with their respective legal requirements such as MiFID II or Dodd-Frank.

In addition, ASC Recording Insights leverages Microsoft Cognitive Services to analyze communications using transcription and other services.

Highlights

- Certified, integrated application for Microsoft Teams
- Compliant recording of all channels
- Use of Microsoft's Cognitive Services
- Transcription, translation, and keyword spotting
- Meeting all compliance requirements for regulated users
- Integrated to Dynamics 365
- Seamless user experience

Compliance UC Recording

ASC Recording Insights offers users a legally compliant recording and analytics solution for their entire communications within Teams – including chat, audio, and video conferences. No separate external recording system is required. The application is integrated into Teams and part of its user interface. Reliable recording in accordance with individual needs (recording on demand or always-on recording) meets different user requirements.

Link Recording to Dynamics 365

With its direct link to Dynamics 365, it is possible to link records directly to entities in Dynamics and thus view the complete customer history at a glance.

Closing the Compliance Gap

The ASC app allows users to document the entire communication and archive recordings in compliance with the respective legal regulations such as MiFID II, HIPPA or Dodd-Frank. Typical requirements like recording control (the ability to flexibly start/stop recordings), individual access rights, and TTL as well

Integrated Compliance Recording and Analytics Within Teams



Certified Teams App

ASC is a strategic Microsoft partner for compliance recording and analytics in Microsoft Teams. With ASC's certified app, communications can be recorded within Teams to meet international regulatory requirements.

Fast & Easy Onboarding

The onboarding process takes just one day. Using Azure Active Directory, user groups can be activated and managed with one click.

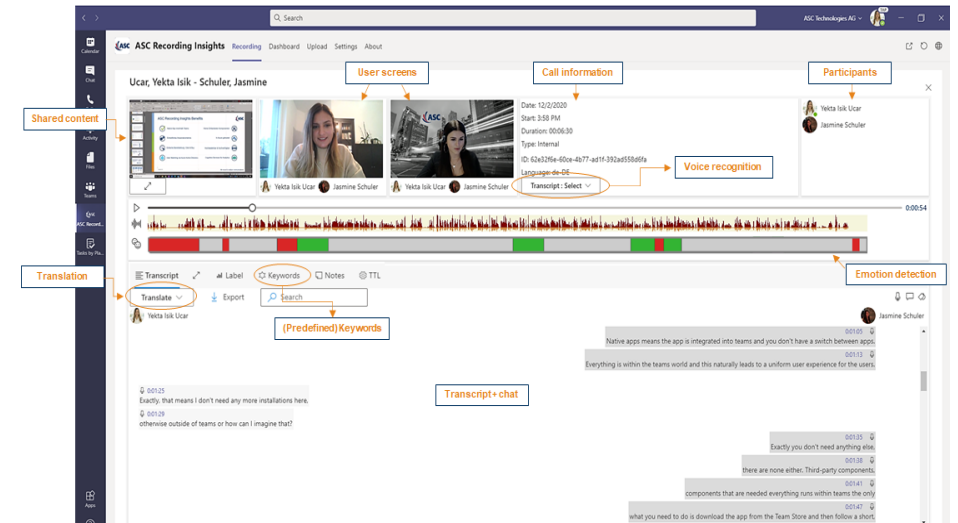
as sophisticated encryption mechanisms are met and can be adjusted according to the customers' needs. A visual and/or acoustic notification informs user about the recording of the call (recording notification).

Cognitive Services for Risk Management

Users can transcribe, translate, and analyze audio and video data by means of Microsoft Cognitive Services. Communication content can thus be classified, extracted, transcribed, tagged, translated, and analyzed without the need for human review. Potential compliance risks can be identified proactively in real time.

Data Security in Azure

To comply with applicable security standards, customers have the option to choose the geographic region where their data is stored in the Microsoft Azure Cloud. With over 60 regions in 140 different countries, Azure offers comprehensive options to ensure compliance and resilience. Additional security standards such as rotating encryption keys protect users from 99.9 % of cyberattacks.



Dashboards & Reporting

Dashboards can be created flexibly according to individual needs. Wallboards visualize live

developments at a glance. Sophisticated search and replay functions allow relevant conversations to be found with minimal effort.

Fulfills Requirements of Financial Industry

- **Legally compliant**
Legally compliant recording and archiving solution for Teams – across all communication channels
- **Teams App**
Integrated application in Teams interface without the need for additional recording components
- **High-Performance Analytics**
Subsequent analysis of all communication using the latest technology of Microsoft's Cognitive Services
- **Tenant-Specific Data Encryption**
Sophisticated encryption methods and access rights management on tenant level
- **Cloud Service Hosted in Azure**
Comprehensive compliance and resiliency options to guarantee the protection of sensitive data

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 communication, especially contact centers, financial service providers, and public safety organizations. We record, analyze and evaluate interactions across all media – as a service from the cloud as well as on-premise.

Please follow us on



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