

Compliance Recording and AI in Microsoft Teams

Legally compliant recording and AI data analytics
for maximum safety and efficiency



Compliance Recording is **a Must** for Regulated Industries

Financial Institutions, Healthcare companies or organizations in the public sector need to record their communication to meet legal regulations such as MiFID II, FCA or Dodd-Frank.

How to adhere to industry standards



Recording Assurance

All relevant parts of a conversation and meetings must be recorded and tracked.



Highest Security Standards

Dual encryption of data and fully integrated user rights management should prevent unauthorized access to sensitive information.



Recording Rules

Complete control of who is recorded is a must, e.g. by user, user group, meeting owner, modality.



Search, Replay, Monitoring & Alerting

To meet regulatory requirements, a complete audit trail, powerful search, and easy playback.



High Availability

Fully parallel, tamper-proof, georedundant recording and storage must ensure compliance recording at all times.



Retention Periods

Data must be securely stored in compliance with legal retention periods and automatically deleted upon expiration.



Ensuring Compliance in **Microsoft Teams** Communication

The compliance recording solution Recording Insights supports you in legally compliant recording and AI based analysis of all communication channels in Microsoft Teams.

Whether calls, meetings, shared screens, videos or chats – everything is archived securely and compliant in the Microsoft Azure Cloud. Recording Insights integrates seamlessly into Microsoft Teams.

RECORDING INSIGHTS VIDEO

Mitigate Risks
and Gain Customer
Insights with
Recording Insights

WATCH NOW



Recording Insights at a Glance



Native Teams Solution

Native and certified solution for Microsoft Teams. Transactable via Azure Marketplace.



Omni-Channel Recording

Record & archive all media (calls, meetings, shared screen, video & chat).



Legal Requirements

Supports the fulfillment of legal regulations such as MiFID II or Dodd-Frank.



AI Data Analytics

Integration of Azure AI Services and Azure OpenAI with advanced features for communication analysis.



Microsoft Copilot

Recording Insights plugin for optimizing and streamlining workflows.



AI Policy Engine

Customizable templates for policy rules, patterns, categories & automated quality management.



Safe Storage in Azure

Compliant storage & archiving, multiregional, tamper-proof.



Tenant-specific Data Encryption

Encrypted data exchange, supports Microsoft Entra ID.



Fast & Easy Deployment

Enterprise-grade & globally scalable, onboarding less than 1 day.

AI Policy Engine powered by Azure

Enabling Compliance and Turning Data Into Business Value With Azure AI Services and Azure OpenAI



Compliance Monitoring

Monitoring compliance with internal and external requirements.



Automatic Categorization

Automatically categorize all communications according to their compliance relevance.



Keyword Spotting

Automatic search and display of keywords and adherence phrases.



Transcription and Translation

Document conversations with automatic transcription and translation into 100+ languages.



AI Policy Templates

Ready-to-use policies to implement compliance regulations such as MiFID II, FCA, and Dodd-Frank.



Fraud Detection and Risk Alerting

AI-powered detection of potential fraudulent behavior or threats, even in real-time.



Dashboards and Reporting

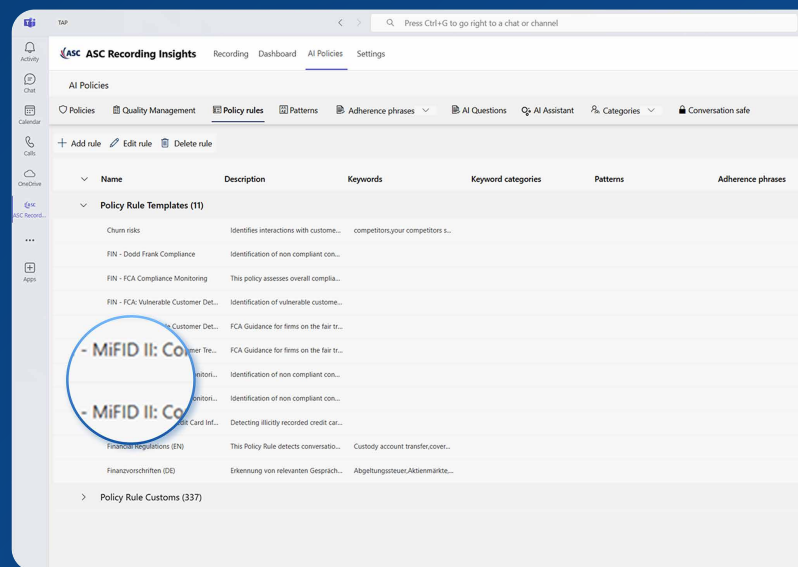
Dashboards with customized reporting and analysis.

AI Policy Templates for Finance Needs

In Recording Insights, the AI Policy Engine offers preconfigured AI policy templates that are specifically tailored to the requirements of banks and financial institutions.

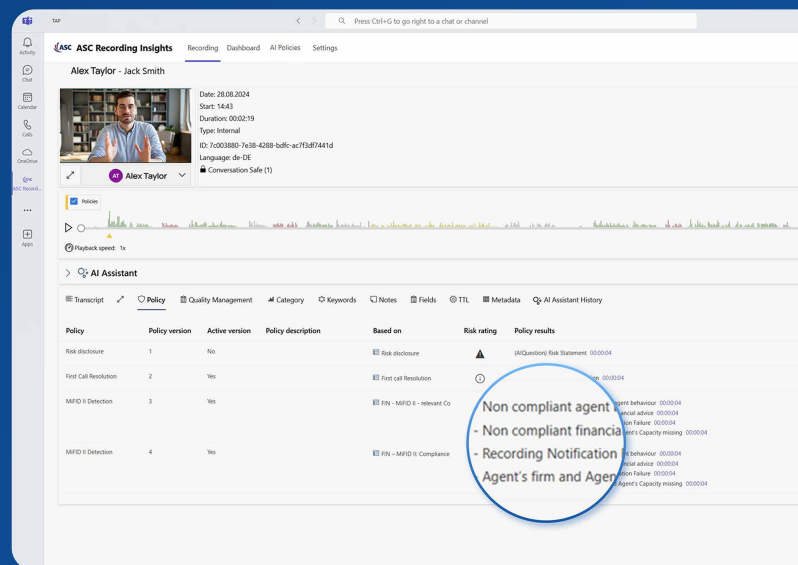
Preconfigured and based on current laws

- ✓ Ready-to-use compliance templates for MiFID II, FCA & Dodd-Frank.
- ✓ Regular updates in the event of changes to legal provisions.



Compliance Check

- ✓ AI automatically monitors every Teams conversation - without exception.
- ✓ Monitors in real-time and gives indications of possible violations - no delays, no uncertainties.



Transform Your Operations with **AI** and **Automated Quality Management**

Manual quality management challenges supervisors in contact centers. These include subjectivity in assessment, insufficient resources for increasing customer inquiries, inefficient workflows and the risk that the quality of service is not always consistent and customer-oriented.



Objective evaluations

With AI, customer interactions are always evaluated objectively and fairly, resulting in consistent standards.



Resource efficiency

AI-driven reviews save time and resources by automating the review process.



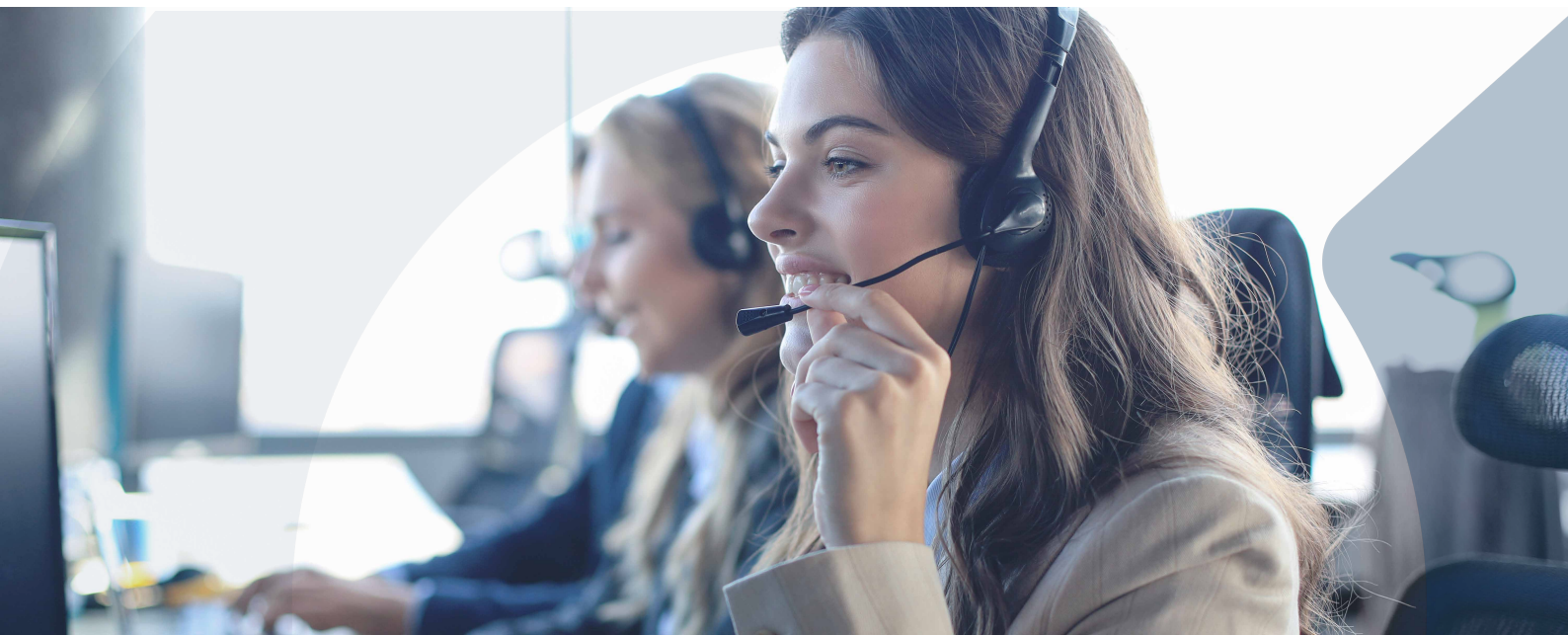
Improved customer satisfaction

Automated agent training ensures high-quality, accurate, and empathetic customer communications.



Reduced workload for employees

Streamlined processes take the pressure off employees and allowing them to focus on other important tasks.





Microsoft Copilot and Recording Insights for smarter workflows

With the **Recording Insights** plugin for **Microsoft Copilot**, ASC combines cutting-edge AI technology with user-friendly workflows. Direct integration with Copilot allows you to seamlessly incorporate recordings and analyses into your processes while automating tasks with straightforward commands. This not only saves time but also improves the accuracy and efficiency of your daily operations.

LEARN MORE





Integration with Dynamics 365

With the integration of Recording Insights into Dynamics 365, you get full control as well as comprehensive insights into customer interactions.

- ✓ **Start recordings directly in Dynamics 365**
- ✓ **Complete customer history**
- ✓ **Link conversations to additional customer information**
- ✓ **Recordings are listed with compliance information**
- ✓ **Direct link to Recording Insights to replay recorded conversations**
- ✓ **Categorize conversations based on content to identify compliance risks**
- ✓ **Transcribes and saves the conversation as text**

30-Day Free Trial of Recording Insights

Schedule a demo and set up a free trial at www.asc technologies.com

FREE TRIAL



ASC Technologies

ASC is a global leader in compliance recording, quality management and AI-based analytics. Our solutions help organizations evaluate their communications-based data, securely meet regulatory requirements, and optimize customer service. Using AI, conversations are analyzed in real-time to detect compliance violations and assess the quality of customer interactions. Financial services, contact center, and public safety organizations rely on ASC to ensure their communication is legally compliant and customer-centric. Our solutions are scalable and flexible - available as cloud services, on-premise, or in hybrid environments. Headquartered in Germany, with subsidiaries in 16 locations and a global partner network in over 60 countries, ASC is the #1 in Europe and sets standards for AI-based communication technology worldwide.

