

Compliance Call Recording for Microsoft Teams

Datasheet

Compliant Teams recording

Call Recording for Microsoft Teams is an extension to Touch Call Recording Service. It brings Teams collaboration into your compliance programmes, for legislation such as GDPR and MiFID II.

To achieve compliance, it's essential to be able to record all calls, including conference calls, internal calls, and external calls.

Fully compliant

Compliance Call Recording for Microsoft Teams is yet another recording channel in our complete Touch Call Recording Service.

When a user initiates a session, or when someone calls them, a notice is displayed on all connected devices, indicating that the call is being recorded.

Benefits and features

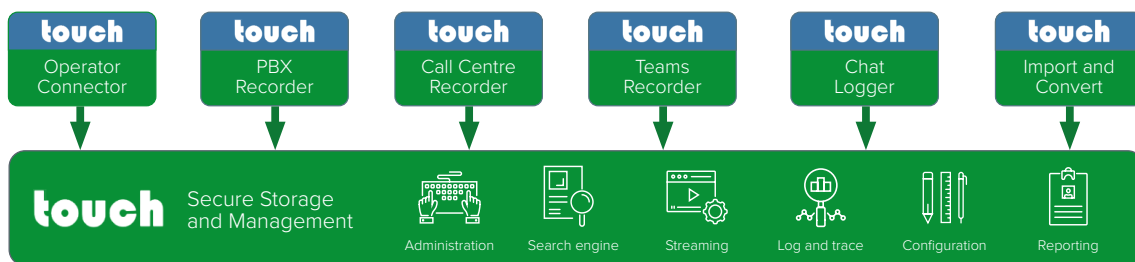
- Full compliance with MiFID II, GDPR, and more
- Provision selected Teams users in your recording programme
- Scalable solution that grows with your organisation
- More than 40 other digital communications channels are also covered

An easy to adopt solution to ensure compliance recording with Teams

Teams has become an immensely popular platform with a surging user base – but this doesn't change compliance obligations. Organisations that have to record calls must continue to meet stringent requirements governing how they do so. Call recording for compliance with regulations and standards has a number of integration and operational challenges. Touch takes care of these and provides a complete solution that is easy to adopt for your organisation.

Flexible policy and admin control

Recording takes place automatically and for all devices associated with the individual. The rules are set at a company level, by the administrator – which means they cannot be overridden by a user. As a result, all calls to and from the user will be recorded by default, in line with the company policy.



Touch Call Recording Service is compliant with industry regulations

- MiFID II (Markets in Financial Instruments Directive 2014/65/EU)
- Dodd-Frank Act
- GDPR (The General Data Protection Regulation (EU) 2016/679)
- ISO 27001: Information Security Management
- ETSI TR 102 661 (protection of retained data)

Call recording for all

Touch is a trusted provider of services for recording, storing and accessing fixed and mobile voice calls, and digital communications. Our comprehensive Call Recording as a Service helps companies meet compliance obligations, and unlock hidden value in their data.

As one of the first companies globally to offer Call Recording as a Service, we have the heritage – over a decade of expertise – to deliver the robust solutions our customers demand.

Record. Secure. Store. Protect..