

Verint Enterprise Recording for Microsoft Teams

Collaboration platforms — such as Microsoft Teams® — are opening up a new world of voice and electronic communications. At the same time, increasing regulatory pressure, liability issues, and risk management practices have prompted many businesses to record, store, and retrieve these interactions for business intelligence, verification, and employee monitoring.

Verint® Enterprise Recording™ for Microsoft Teams is an integrated, secure recording solution for centrally capturing, storing, retrieving, and analyzing Microsoft Teams voice calling, chat, screen sharing, video conferencing, and other modes of collaboration across front, middle, and back-office environments. It can help highly regulated organizations from financial services, insurance, healthcare, the public sector, and other industries unlock business insights from recorded Microsoft Teams calls and meetings, while maintaining compliance with internal policies and external regulations.

Designed to support omnichannel communication recording and data management for operational, quality management, and compliance purposes, Verint Enterprise Recording for Microsoft Teams provides a user-friendly interface and automated features to help:

- Accelerate call search, playback, sampling, tagging, and monitoring.
- Facilitate data governance, records analysis, data enrichment, and data export.
- Make call categorization, data retention, encryption, and data integrity management faster and easier.

It's a reliable and powerful solution to help businesses with Microsoft Teams strengthen internal controls, track employee activity, improve service quality, and comply with internal policies and industry regulations, such as GDPR, CCPA, PCI, and HIPAA.

VERINT.



Now you can:

- Capture interaction streams including voice, video, screen activities, chat, and other modes of collaboration available in Microsoft Teams, with a unified recording service.
- Gain greater insights to improve customer experience, from measurement and coaching to scheduling and analytics.
- Enhance compliance, reduce liability and risk, and maintain internal controls.
- Meet your interaction recording, communication monitoring, and data protection requirements, no matter where your workforce is located.

Verint Enterprise Recording for Microsoft Teams

Record Your Business-Critical Collaboration

Available in the Verint Cloud, the solution can record Microsoft Teams interactions and collaboration alongside other channels, such as mobile, enterprise telephony, and other unified communication tools. By offering a single point of administration and open standards storage, it can help reduce the costs, constraints, and complexity posed by multiple systems.

The solution is managed through a centralized view of your entire recording deployment and can reduce the effort and cost associated with ongoing maintenance. It offers a broad range of capabilities, including:

- **Versatile Interaction Recording** – Captures and stores complete communication records from thousands of channels at multiple sites, with resilient recording across multiple Teams endpoints and calling scenarios.
- **Smooth Integration** – Works with an array of external communication environments and offers open application programming interfaces (APIs) to facilitate integration with proprietary systems.
- **Enhanced Usability** – Presents recorded information across all channels, including speech and desktop analytics data, in a single place for easy visualization and further analysis.*
- **Robust Security** – Capitalizes on Verint's industry-leading security practice, which governs assets and data within our control and operating environments. We have implemented technical and organizational measures intended to protect captured data at all times.

- **Data Integrity** – Helps you comply with industry standards via pause and resume functionality while using AES-256 technology for end-to-end encryption. You can protect data as it's recorded, moved to archive, or retrieved during replay.
- **Augmented Applications** – Leverages Verint's comprehensive framework of customer engagement solutions, so you can augment Teams recording with robust quality management, workforce management, speech analytics, desktop and process analytics, and identity authentication and fraud detection capabilities, to offer greater value to your organization.
- **Scalability** – Allows you to easily scale your deployment as your organization and requirements evolve.

Part of the Verint Customer Engagement Portfolio

Verint Enterprise Recording for Microsoft Teams is part of a patent-protected portfolio of cloud solutions for simplifying, modernizing, and automating customer engagement to drive strategic impact across the enterprise.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

* Requires Verint Speech Analytics and/or Verint Desktop and Process Analytics.

The Customer Engagement Company™

Americas

info@verint.com

1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com

+44(0) 1932 839500

Asia Pacific

info.apac@verint.com

+ (852) 2797 5678



verint.com



twitter.com/verint



facebook.com/verint



blog.verint.com

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