

Verint Engagement Data Management with Microsoft Teams Recording



Now You Can:

- Capture voice, video, screen sharing, and instant messaging from Microsoft Teams calling and meetings—with an integrated, high-availability recording solution.
- 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.

Unified communication tools offer businesses many benefits, including advanced collaboration and mobility options. At the same time, increasing regulatory pressure, liability issues, and risk management practices have made the ability to efficiently record, store, and retrieve interactions a necessity.

Verint® Engagement Data Management™ with Microsoft Teams® Recording is an integrated, secure 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 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 Engagement Data Management with Microsoft Teams Recording provides a user-friendly interface and automated features to help:

- Capture calls compliantly with unique features such as conditional recording, pause/resume recording, and bot grouping.
- Accelerate call search, playback, sampling, tagging, and monitoring.
- Facilitate data governance, records analysis, data enrichment, and data export.
- Centrally capture all forms of instant messaging in Microsoft Teams, including persistent, multi-participant chats.
- 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®

Verint Engagement Data Management with Microsoft Teams Recording

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 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.
- **Comprehensive Chat Capture** – Captures all forms of instant messaging in Microsoft Teams, including persistent chat, attachments, GIFs, emoticons, etc.
- **Smooth Integration** – Works with an array of external communication environments, including Microsoft Azure, 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. (Requires Verint Speech Analytics™ and/or Verint Desktop and Process Analytics™.)
- **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.
- **Part of Verint Open Platform™** – Leverages Verint Open Platform to provide cloud solutions to increase CX automation using a team of specialized bots. The ability to ingest data from Microsoft Teams into Verint Open Platform lets you augment Teams recording with robust quality management, workforce management, speech analytics, desktop and process analytics, as well as identity authentication and fraud detection capabilities to deliver measurable AI business outcomes.
- **Scalability** – Allows you to easily scale your deployment as your organization and requirements evolve.

Simplify Recording Deployment and Maintenance

Deployed as a hosted cloud-based or multi-tenant offering for end-users and UC service providers, the solution can offer lower provisioning costs, easy maintenance, and resource efficiency. Recording resiliency and high availability options enable recording to continue in the event of a server failure.



Learn more at
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Verint®. The CX Automation Company™

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