

# AUDIOCODES APPLICATION NOTE

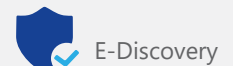
## SmartTAP 360° Live

### Migrating Your Interactions Recording to Microsoft Teams



A surprisingly common scenario that we at AudioCodes often encounter is an organization that wants to move over to Microsoft Teams but still has compliance recording users on its current telephony infrastructure.

If you're in the same position, you'll appreciate how important it is to keep your recording capabilities *and* have access to all of your historic recordings. Doing otherwise might leave you wide open when it comes to adhering to regulatory regimes like MiFID II and GDPR, with the potential for substantial penalties being levied against your organization for failure to comply.



## A Lot of Questions

So even though you can see the many benefits of Microsoft Teams – with its powerful instant messaging, online meetings, calling and web conferencing capabilities – you might not know where to start when it comes to meeting your compliance recording requirements. You'll likely have a whole bunch of very pertinent questions, including:



Can I continue to record my voice calls?



Will I be able to record video calls and chat sessions?



What about analytics?



Can I record meetings where content is shared?



Would a future cloud-first strategy impact my ability to record?



How will I access my existing recordings?

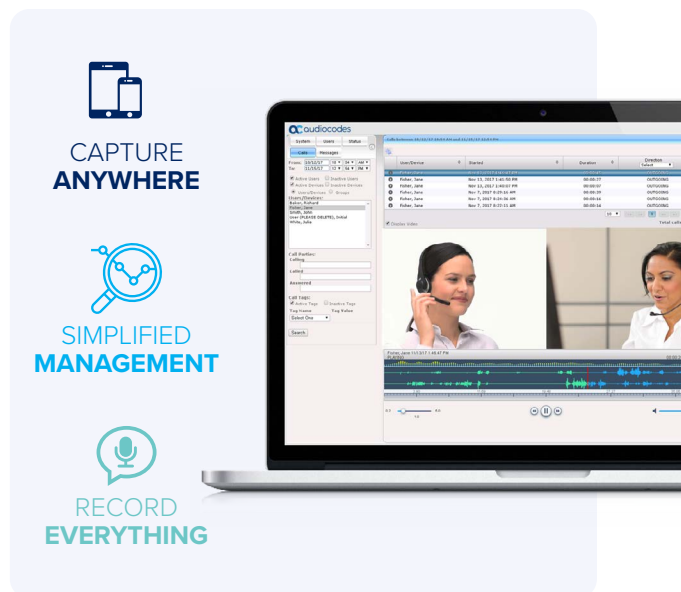
**Even though you can see the many benefits of Microsoft Teams, you might not know where to start when it comes to meeting your compliance recording requirements.**

All of these are very valid and relevant questions. And the good news is that AudioCodes can help you answer each of them positively, thanks to our Microsoft-certified [SmartTAP 360° Live](#) intelligent, fully-secured enterprise compliance recording solution.

## A Deployment for Every Organization

AudioCodes SmartTAP 360° Live is offered in a variety of deployment models, including cloud, and can record all modalities in a Microsoft Teams environment – meaning voice, video, chat and screensharing. It is available on a Recording as a Service basis hosted in the AudioCodes cloud, as a fully managed service hosted in your Azure subscription, or it can be deployed on-premises with 24/7 support to ensure optimal performance and satisfaction.

SmartTAP 360° Live for Microsoft Teams is built around Microsoft's resilient Azure environment, ensuring a best-of-breed cloud service on which your recording platform will reside. As a Microsoft-certified solution, you can rest assured that SmartTAP 360° Live meets all of the Microsoft criteria for a recording platform in Microsoft Teams.



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## Ready for Anything and Everything

If necessary, we can arrange to have all your existing call recordings and associated metadata imported into the new SmartTAP 360° Live environment, so that you'll have a single search and replay platform for your Microsoft Teams calls as well as for calls from your old legacy telephony environment. Once that's done, you can completely decommission your old platform and start enjoying the support costs savings.

One of the other challenges you might have when migrating to Microsoft Teams is that some departments might want to move before others, leaving you with a mixed recording environment. This isn't a problem for AudioCodes SmartTAP 360° Live since the solution can be deployed and scaled as required. It can even take over your legacy telephony recording functionality if a suitable session border control (SBC) is in situ.

As for analytics, AudioCodes has that covered as well. SmartTAP 360° Live has a powerful agent assessment module embedded in the platform for creating custom score sheets, and also boasts exceptionally accurate built-in transcription, key word search and sentiment analysis capabilities.

## Yes, You Can!

So, if you're wondering whether it's possible to seamlessly migrate your enterprise compliance recording to Microsoft Teams, AudioCodes SmartTAP 360° Live answers that question with an emphatic "yes". If keeping on the right side of ever-changing regulations is important to you, we're here to help.

For more information, please [contact us](#).

AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced communications software, products and productivity solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.

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