Microsoft Teams Compliance Recording on Amethyst²

South Africa's Leading Telephone Call Recording System and Quality Management Software, AMETHYST² adds another recording method to the existing list of supported recording methods and telephone systems – Microsoft Teams. AMETHYST² has always provided the ability to capture calls from anywhere, with any PABX and store all recordings on your local AMETHYST². Therefore, we are thrilled to announce, that our clients now have the option to add Microsoft Teams recordings to their AMETHYST² recording solution.

How it works?

The Teams Recorder is a software application running in the Microsoft Azure Cloud. It can be installed on either Datatex virtual machines or clients can provide their own virtual machines within the Microsoft Azure Cloud Services environment.

For each Microsoft Teams tenant, a recording policy is setup that will automatically include the application in Teams meetings and calls for specific users.

When a Teams meeting or call starts, Microsoft contacts the application and requests it to join the meeting or call. The application joins, and from then on, call details, meeting participants and audio are sent to the application.

Audio with relevant call or meeting information is packaged and sent to AMETHYST².
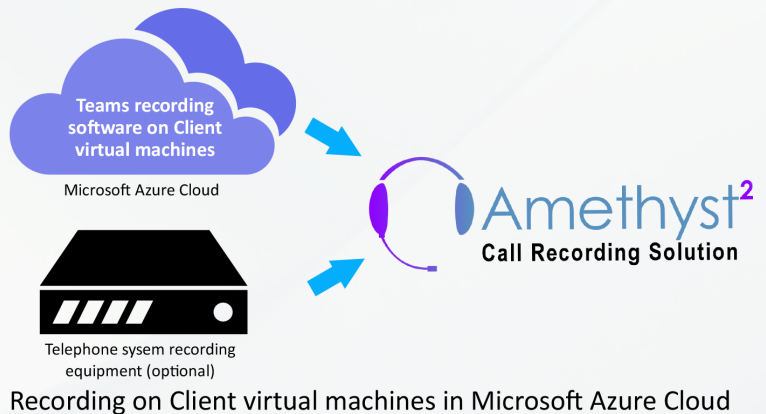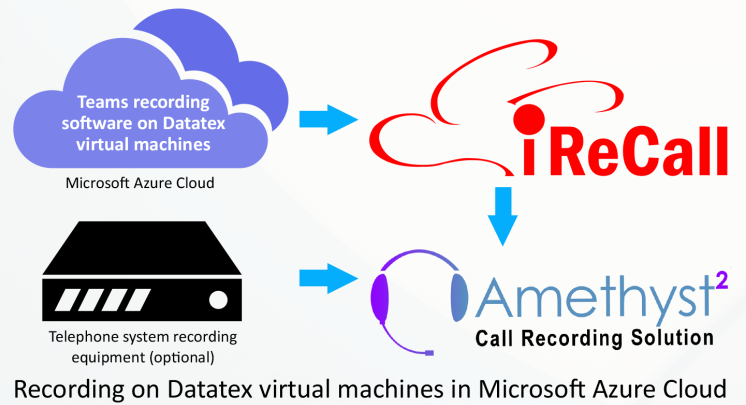
Note: Our Microsoft Teams recording solution includes recording of voice only, video is not included

Virtual machine options

Teams calls and meetings recorded on Datatex virtual machines within the Microsoft Azure Cloud Services environment will be uploaded to our iReCall cloud server. Recordings can be replicated from iReCall and stored on clients AMETHYST² server onsite. Teams recordings will then be accessible through the AMETHYST² supervisor.

Recording on Client virtual machines can be uploaded directly to client AMETHYST² onsite.

NOTE: AMETHYST version 2 is required for Teams recording

Teams recording software on Datatex virtual machines

Microsoft Azure Cloud

iReCall

Amethyst²
Call Recording Solution

Telephone system recording equipment (optional)

Recording on Datatex virtual machines in Microsoft Azure Cloud

Teams recording software on Client virtual machines

Microsoft Azure Cloud

Amethyst²
Call Recording Solution

Telephone sysem recording equipment (optional)

Recording on Client virtual machines in Microsoft Azure Cloud

Some of our AMETHYST² benefits include:

- Playback link with access to a specific recording that will be available for a limited time
- Full audit trails - Access, administration tasks and AQM tasks can be traced
- Fully Comprehensive Compliance - POPI, FICA, FAIS, SOX, PCI, NCA and PCA
- Automatic detection and masking of DTMF tones for POPI compliancy
- Automated system health checks and error reporting
- Optional Agent Quality Management (AQM) module
- Time scale display timeline of recording on playback
- In-line notes added to recording on playback
- Mute sensitive or non-essential information
- Ongoing free same-version software update
- Unlimited supervisors

Providing cutting-edge Call recording Solutions since 2002!

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https://www.datatex.co.za/products/amethyst-2/

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