Microsoft Teams Compliance Recording on iReCall

iReCall, our Cloud solution for your Call Recording requirements, adds another recording method to the existing list of supported recording methods and telephone systems – Microsoft Teams. iReCall has always provided the ability to capture calls from anywhere, with any PABX and store recordings from multiple branches on iReCall. Therefore, we are thrilled to announce, that our clients now have the option to add Microsoft Teams recordings to their iReCall 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.
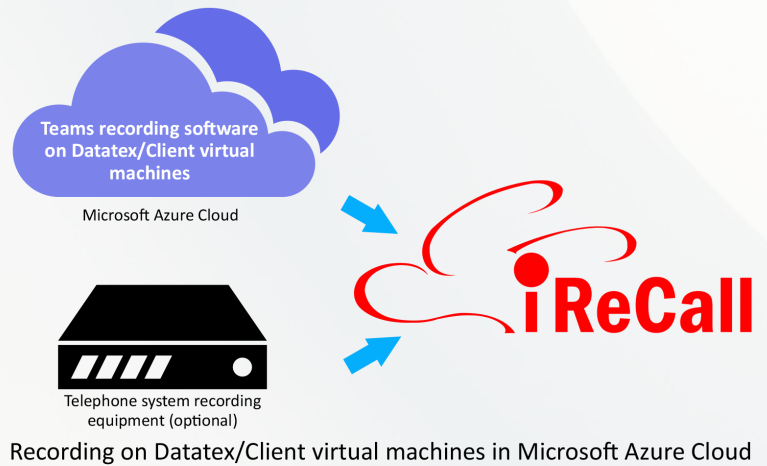
When a Teams meeting or call starts, Microsoft contacts the application and requests it to join the meeting or call. The application joins, and from then on, call details, meeting participants and audio are sent to the application.

Audio with relevant call or meeting information is packaged and sent to iReCall.

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 or Client virtual machines within the Microsoft Azure Cloud Services environment will be uploaded to iReCall. Recordings will be linked to the client iReCall group and recordings will be accessible through the iReCall interface.

Teams recording software on Datatex/Client virtual machines

Microsoft Azure Cloud

Telephone system recording equipment (optional)

iReCall

Recording on Datatex/Client virtual machines in Microsoft Azure Cloud

Some of our iReCall benefits include:

- Long-term storage
- Unlimited supervisors
- Access to specialized skills
- Straightforward affordable billing
- Latest software - at all times
- Mute sensitive or non-essential information
- Optional Agent Quality Management (AQM) module
- Time scale display timeline of recording on playback
- Full audit trails - Access, administration tasks and AQM tasks can be traced
- Fully Comprehensive Compliance - POPI, FICA, FAIS, SOX, PCI, NCA and PCA
- Playback link with access to a specific recording that will be available for a limited time

Providing cutting-edge Call recording Solutions since 2002!

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