



Microsoft Teams  
Compliance Recording  
with NICE Trading Recording (NTR)



Voice



Chat



Video



Screen

## Unified Communications

Unified communication and collaboration platforms like Microsoft Teams are transforming the way millions of people work every day. They're enjoying growing popularity among back office departments in trading firms for their ability to support multi-channel communications – such as chat, video meetings, voice calling (A/B calls), document sharing and online collaboration – in one application. Of course, regulations around trade conversations are growing too, and this includes unified communications via Microsoft Teams.

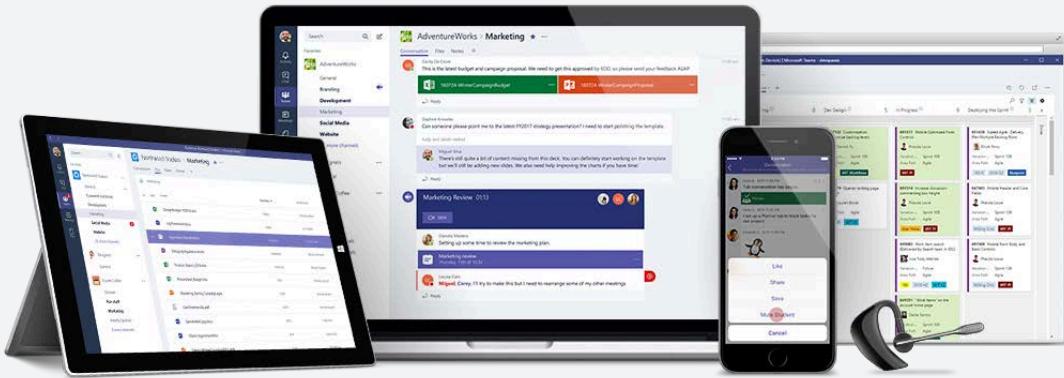
For example, Dodd Frank and MAR require that all trade-related communications be recorded, across all modalities (PBXs, turrets, mobile phones, video, chat, email, unified communication platforms, etc.). And just recording these communications may not be enough. Some regulations require firms to retain these communications for a number of years and to provide full reconstructions of trades when clients or regulators demand – in some cases within 72 hours.

## One Solution for All Communication Modalities

NICE Trading Recording (NTR) can help you meet these demands. NTR provides one solution for all regulated employee communications irrespective of how your regulated employees communicate – via turrets, mobile phones, PBXs (desk phones), and unified communications platforms (including Microsoft Teams). NTR can record any available media sources exchanged through Teams – from video to chat to screen-sharing and A/B calling.

In fact, NTR is the one go-to solution for centralized recording, storage, search and replay of all trade-related communications. You work in one system instead of separate recording systems and databases, enabling for complete trade reconstructions and investigations in a fraction of the time. NTR can also seamlessly correlate communications across different channels to uncover hidden connections.

NTR's one platform approach lets you apply the same archiving and retention rules to all recorded communications so you can easily adhere to regulatory requirements. Your firm also benefits from workflow efficiencies and lower cost of ownership. As you add regulated users, locations and new communication modalities, you can achieve economies of scale. Having a single recording platform within Teams for video, chat, screen-sharing and voice lets you maximize the functionality of your UC program while keeping overhead costs low.





## Modern Capture Techniques

NTR uses modern capture techniques to ensure greater functionality and flexibility, reliable recording and resiliency, simpler set-up and maintenance, and to help keep costs in check.

NTR offers active recording for your unified communications which is more suitable (than passive recording) for highly regulated environments. Active recording enables faster deployment, simplified set-up, centralized administration, fool-proof fault monitoring and seamless geographic resiliency.



## Highest Levels of Resiliency

With financial compliance recording, there's no room for error. NTR offers confidence that the recording system is capturing all communications, for all regulated users, all of the time, with the highest levels of recording resiliency.

Unlike other recording systems that only offer hot standby (failover) recording, NTR features parallel, redundant recording on two separate systems. There's never a gap in recording should one system fail, and everything is recorded and archived in duplicate.



## Scalability and Flexibility

NTR can adapt and grow with you, to ensure you're recording each and every regulated employee across all global locations.

Whether you need to add Teams recording or simply record more regulated users at more sites, NTR can scale with minimal effort, is simple to manage, and will keep cost of ownership down.

Adding recording of Teams to your existing NTR is as easy as adding channels; no additional hardware or software is needed. And with NTR, there's no limit to the number of channels or sites you can record.



## Automated Recording Announcement

With interbank trading, it has always been common practice to put fine print in bank contracts that stipulate that calls between traders will be recorded. But MiFID II expanded the scope of regulated users that needed to be recorded. Additionally, MiFID II requires that all internal and external parties engaged in regulated conversations are aware they're being recorded.

NTR addresses this requirement by automatically playing a recording announcement at the beginning of each call involving regulated users, regardless of the communication device they are using (e.g. a turret, desk phone, mobile phone, or unified communications platform like Teams). NTR's unique rules-based technology also enables an automatic recording announcement when recording is initiated on-demand. The announcement can play in different languages, depending on the regulated user's location. The NICE - Microsoft Teams integration provides a visual indicator that shows both parties are being recorded.



## Record On-Demand

Under MiFID II, all "communications that are intended to lead to a transaction" need to be recorded, rather than the previous, narrower mandate of "client orders and transactions." Additionally, every channel and mode of communication used by regulated users to conduct business – whether internal or external, inbound or outbound, pre, during-or post-trade, front-office, back-office or mobile phone – must be recorded. This includes: voice calls, instant messages, emails, social media, SMS messages, chat and unified communications platforms like Teams.

This broader mandate means that employees (who might not have been regulated and subject to having their communications recorded in the past), need to be able to record on-demand. NTR gives your firm the ability to do that, directly within the Teams client application. Your regulated employees can easily initiate recording without having to log into a separate web page. With NTR, your firm only records what it needs when it needs to, instead of other solutions which record everything and require you to 'keep or delete' recordings after-the-fact.





## NICE Financial Compliance Solutions

NICE is a leading financial compliance solution provider, serving more than 90 percent of the largest banks globally. NICE's NTR solution is the industry's only 'all-in-one' compliance-focused trade conversation recording platform. Used by most of the world's leading banks and investment firms, NTR can record communications from turrets, desk phones, mobile phones, and Unified Communications platforms, including Microsoft Teams, Symphony and Cisco Jabber™.

## Works with **NICE • COMPASS**

NICE Trading Recording (NTR) for Microsoft Teams works with our unique compliance assurance solution, NICE COMPASS. Together, NICE COMPASS and NTR can help relieve some of the burden of growing financial communication regulatory requirements by automating compliance processes and timely reconstruction of trades. NICE COMPASS streamlines compliance assurance processes through automated provisioning, system health checks, call extraction, compliance assurance reporting and transcription of regulated employee communications.



## About NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.

## Learn More

[NICE Financial Markets Compliance](#)

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