


A photograph of a man with short dark hair and a beard, wearing glasses and a brown turtleneck sweater. He is wearing a black headset with a microphone and is smiling broadly while looking at a laptop screen. The background is a bright, out-of-focus office environment. A large, semi-transparent white diagonal shape is overlaid on the left side of the image, containing the text.

# NICE Recording for Microsoft Teams

The Microsoft Teams certification logo is a square divided into four smaller squares of different colors: red (top-left), green (top-right), blue (bottom-left), and yellow (bottom-right).

Solution certified for  
Microsoft Teams

# Enterprise-wide Unified Communications Adoption

Unified communications and collaboration platforms like Microsoft Teams are transforming the way millions of people work every day. As today's working conditions dictate employee flexibility, whether working at home or in the office, organizations globally have accelerated the adoption of omnichannel collaboration platforms across their enterprises.

Because of their ability to support varying communication types – such as chat, video meetings, voice calling (A/B calls), document sharing and online collaboration – in one application, these platforms have been proven to reduce the costs of collaboration, accelerate decision-making and elevate the customer and employee experience to new levels.

Across the enterprise, unified communications adoption continues to rise including for recording user conversations for:

- Regulated users;
- Contact center;
- Front office;
- Back office;
- Home office;
- and more.



Voice



Chat



Video

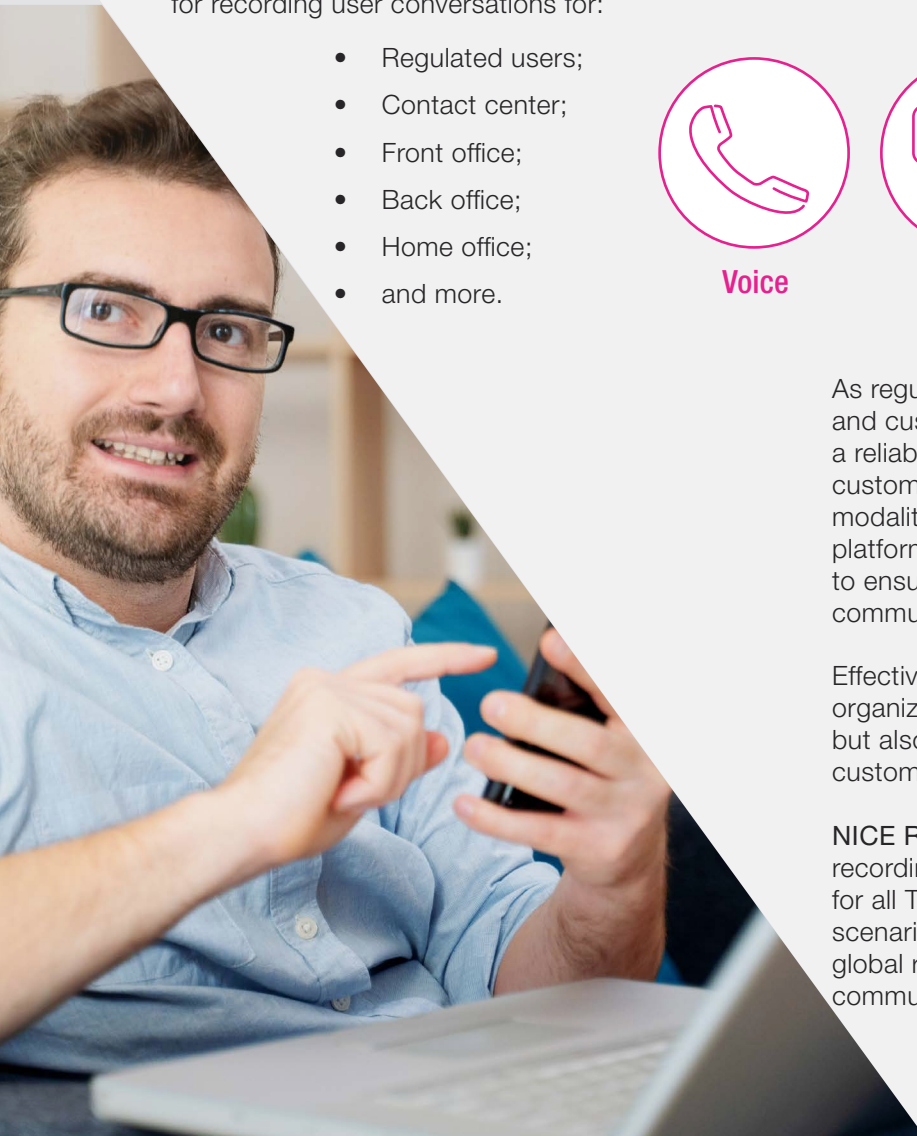


Screen

As regulation around capturing and managing employee and customer interactions continues to grow, having a reliable recording solution becomes a necessity. As customer interactions shift towards new communication modalities, such as those like video embedded in platforms like Microsoft Teams, organizations need to ensure adequate recording coverage across all communication types.

Effective omnichannel recording not only protects the organization from reputational and regulatory damages, but also empowers business insights derived from customer interactions.

**NICE Recording for Microsoft Teams** provides complete recording coverage of all Teams-based communications, for all Teams communication modalities, all call scenarios and federated Teams systems – ensuring global regulatory compliance and delivering value in all communications.

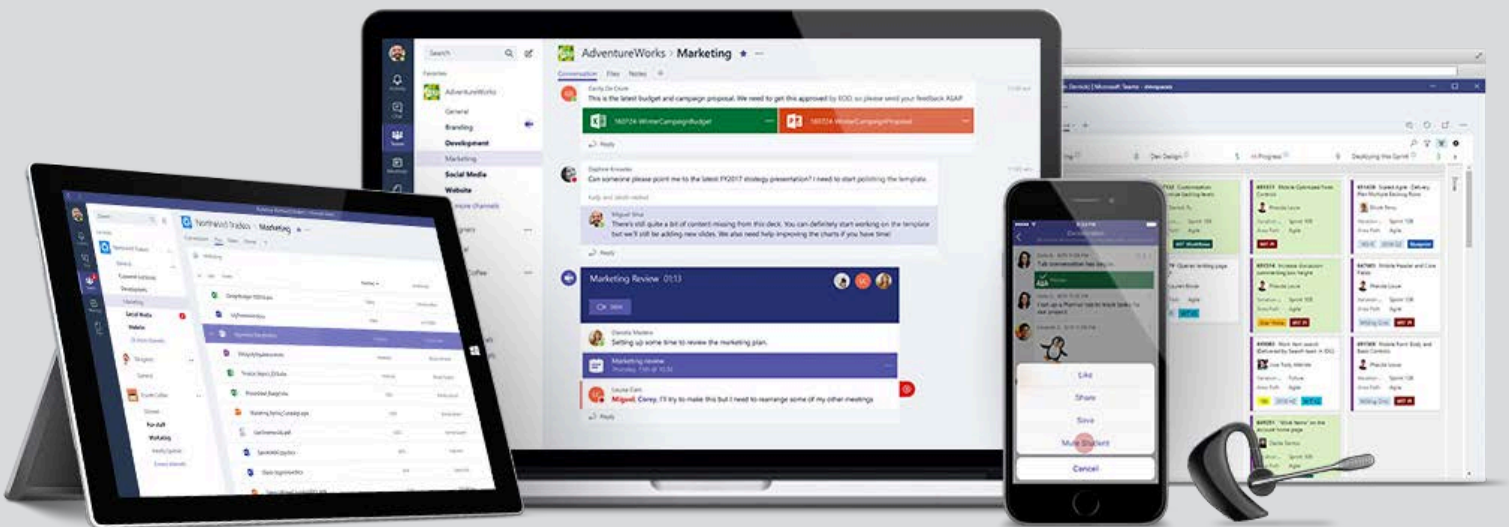


# Certified Omnichannel Communication Capture and Archiving

**NICE Recording for Microsoft Teams**, the first Microsoft-certified solution, can help you meet the demands of shifting communication preferences. **NICE Recording for Microsoft Teams** provides one solution for capturing and archiving all employee and customer communications irrespective of how your employees communicate – via turrets, mobile phones, PBXs (desk phones), and unified communications platforms such as Microsoft Teams. **NICE Recording for Microsoft Teams** can also reliably record all call scenarios and any available media source exchanged through Microsoft Teams – from video to chat to screen-sharing, A/B calling and meetings.

As the one go-to solution for centralized recording, storage, search and replay of all employee and customer communications across the enterprise, **NICE Recording for Microsoft Teams** enables for more efficient capture and interaction management. Now, organizations can work in one system instead of separate recording systems and databases. By using the same recording platform as your other communication channels, including leveraging the same features and capabilities, **NICE Recording for Microsoft Teams** can also seamlessly correlate communications across different channels to uncover hidden connections.

The **NICE Recording for Microsoft Teams** approach lets you apply the same archiving and retention rules to all recorded communications so you can easily adhere to regulatory requirements. Your organizations also benefits from workflow efficiencies and lower cost of ownership. As you add users, locations and new communication modalities, you can achieve economies of scale. With omnichannel capture in a single recording platform within Teams, you can now maximize the functionality of your UC program while keeping overhead costs low.





## Modern Capture

**NICE Recording for Microsoft Teams** uses modern capture techniques and deployment options to ensure greater functionality and flexibility, reliable recording and resiliency, simpler set up and maintenance, and to help keep costs in check. **NICE Recording for Microsoft Teams** offers active recording for your unified communications which is more suitable for highly regulated environments. Active recording enables faster deployment, simplified setup, centralized administration, fool-proof fault monitoring and seamless geographic resiliency.

**NICE Recording for Microsoft Teams** can also be configured to be hosted in Microsoft Azure. This gives organizations greater flexibility in deployment methodology and enables them to leverage the benefits of Azure to quickly deploy to users, regardless of location, and to reduce costs.



## Highest Levels of Resiliency

With regulation-driven evidence keeping, there's no room for error. **NICE Recording for Microsoft Teams** offers confidence that the recording system is capturing all communications, for all users, all of the time, with the highest levels of recording resiliency. **NICE Recording for Microsoft Teams** leverages Microsoft Azure to facilitate compliant capture, application hosting and archiving of user communications. Recording is enabled to capture media in the customer's cloud tenant securely and is designed to be resilient and load balanced to guarantee highest possible uptime.



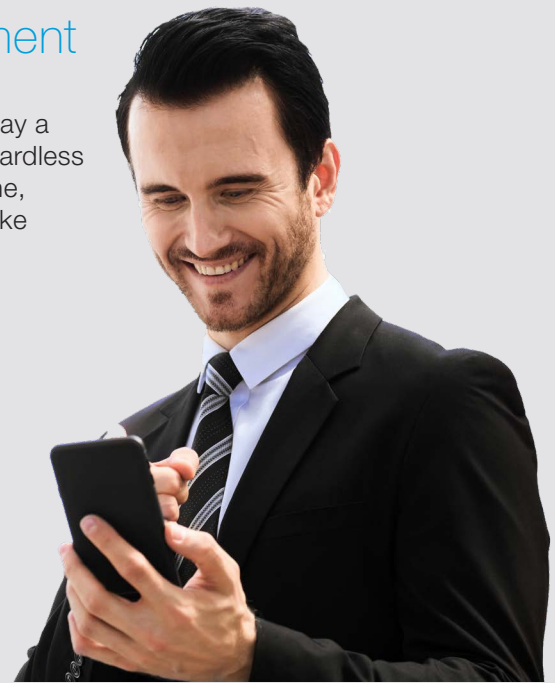
## Scalability and Flexibility

Recording platforms need to provide flexibility for whatever may come next. Regulations are constantly evolving and new technology is always opening up more ways for regulated employees to communicate. **NICE Recording for Microsoft Teams** can adapt and grow with you, to ensure you're recording each and every employee across all global locations. Whether you need to add Teams recording or simply record more users at more sites, **NICE Recording for Microsoft Teams** can scale with minimal effort, is simple to manage, and will keep cost of ownership down. And with **NICE Recording for Microsoft Teams**, there's no limit to the number of channels or sites you can record.



## Automated Recording Announcement

**NICE Recording for Microsoft Teams** can automatically play a recording announcement at the beginning of each call, regardless of the communication device being used (e.g. a desk phone, turret, mobile phone, or unified communications platform like Teams), fulfilling various regulatory obligations.





## Record On-Demand

Under certain regulations, every channel and mode of communication used by regulated users (or for customer interactions) – whether internal or external, inbound or outbound, pre, during-or post-transaction, front-office, back-office, contact center or mobile phone – must be recorded. This includes voice calls, instant messages, emails, social media, SMS messages, video interactions, 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. **NICE Recording for Microsoft Teams** gives your organizations 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 **NICE Recording for Microsoft Teams**, your organization 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.



## Streamlined Compliance Assurance

Organizations need complete confidence that recording systems are capturing all communications, for all required users, all of the time. **NICE Recording for Microsoft Teams** replaces complex, costly, and inefficient manual processes with automation around compliance assurance. It provides rigorous monitoring, testing of endpoints and proactively identifies unrecorded users and calls reducing the risk of a regulatory audit. Using automation, users can efficiently manage increasing litigation hold requests, set retention periods for all regions and lines of business, and configure moves, adds and changes (MAC), enabling for greater efficiency across the enterprise.

The screenshot shows the NICE Recording for Microsoft Teams interface. At the top, there's a navigation bar with 'Administrator', a search icon, and the NICE logo. The main section is titled 'Downloads' and contains four summary cards: 'DOWNLOAD JOBS' (Failed 4, Pending 8, In Progress 9, Done 14), 'DOWNLOADED RECORDED USERS' (Bob Dough 9, Juran Leeks 8, Cindy Bernards 4, Others 14), 'MOST RECENTLY CREATED JOBS' (Download Job 01 [52 rec. users], Download Job 02 [23 rec. users], Download Job 05 [20 rec. users]), and 'HIGHEST DURATION JOBS' (Download Job 01 [52 rec users], Download Job 10 [44 rec users], Download Job 04 [33 rec users]). Below these is a search bar and a table of jobs. A 'Download Job Details' panel is open on the right for 'Download Job 04', showing recorded users (Karl Lummiko, Sarah Goak, Bruce Cork), type (Scheduled), time scope (Yesterday), and other settings.

Status	Type	Title	Last Execution [UTC+1]	Progress	Actions
Done	Ad Hoc	Download Job 01	June 18, 2020 20:14		
Done	Ad Hoc	Download Job 02	June 18, 2020 17:32		
Failed	Scheduled	Download Job 03	June 18, 2020 08:34		
In Progress	Scheduled	Download Job 04	June 17, 2020 23:15		
Done	Scheduled	Download Job 05	June 17, 2020 15:14		
Unavailable	Scheduled	Download Job 06	June 17, 2020 08:55		
Pending	Scheduled	Download Job 07	June 16, 2020 20:45		
In Progress	Ad Hoc	Download Job 07	June 16, 2020 11:14		
Pending	Scheduled	Download Job 08	June 16, 2020 09:14		
Pending	Scheduled	Download Job 09	June 16, 2020 05:45		
Cancelled	Ad Hoc	Download Job 10	June 17, 2020 08:55		
Pending	Scheduled	Download Job 11	June 16, 2020 20:45		
Unavailable	Scheduled	Download Job 12	June 16, 2020 11:14		
Pending	Scheduled	Download Job 13	June 16, 2020 09:14		
Failed	Ad Hoc	Download Job 15	June 16, 2020 08:14		

The modern and easy-to-use user interface of NICE Recording



## NICE Solutions for the Enterprise

NICE is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. As the industry's only 'all-in-one' conversation recording and assurance platform, organizations can leverage their existing recording platform and certified integrations from turrets, desk phones, mobile devices and unified communications platforms such as Microsoft Teams to ensure optimal cost reduction benefits without introducing new risk. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions.

### More information

[info.nice.com/recording-ms-teams](https://info.nice.com/recording-ms-teams)

[www.nice.com/compliance](https://www.nice.com/compliance)

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