

A365 RX Recording for Teams



Record and securely store to manage customer interaction and minimize risk.
Use AI to unlock conversational intelligence and drive performance.

FEATURE	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER	ULTIMATE IQ RECORDED USER
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► Easy deployment and administration

Mobile-responsive application accessible via web browser across mobile devices	✓	✓	✓	✓
User interface: Multi-language support	✓	✓	✓	✓
Transcription: Multi-language support		✓	✓	✓
Synchronizes with the voice platform to simplify deployment and administration	✓	✓	✓	✓
Recording storage included	30 day / 1 year	1 year / 7 years	1 year / 7 years	1 year / 7 years
Define recording retention period	✓	✓	✓	✓
Administrators can view and assign user licenses and permissions	✓	✓	✓	✓
Online help and video tutorials (UK English)	✓	✓	✓	✓

► Find, play, and share recordings

Search and play recordings (play, backward, forward, mute, skip silence, play speed)	✓	✓	✓	✓
Recording analytics KPI dashboard with extensive filtering (date, time, evaluation, outcome, etc)	✓	✓	✓	✓
Securely share recordings via a time limited link	✓	✓	✓	✓
Download individual recordings	✓	✓	✓	✓
Bulk download of recordings	✓	✓	✓	✓
Review associated recordings (Participant history)	✓	✓	✓	✓

► Evaluate calls and understand performance

Add private and shared comments	1 shared comment	✓	✓	✓
Rate calls using a single score	✓	✓	✓	✓
Create and use scorecards to evaluate calls		✓	✓	✓

FEATURE	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER	ULTIMATE IQ RECORDED USER
Automatically evaluate conversations using scorecards			✓ **	✓ **
Add call outcomes, reason codes and notes	✓	✓	✓	✓
Automatically assign call outcomes and reason codes			✓ **	✓ **
Transcription		500 minutes included per month	Unlimited	Unlimited
Transcription summary		500 minutes included per month	✓	✓
Highlight keywords and phrases		Predefined topics*	✓	✓
Rate every conversation for sentiment (good, average, poor)		✓	✓	✓
View audio participation, sentiment rating and exact topic matches alongside audio		✓	✓	✓
Word Cloud - highlight commonly used words		✓	✓	✓
Create notification rules for topic matches and/or sentiment ratings			✓	✓
Export recording detail to an Excel file	✓	✓	✓	✓
Ask questions in plain language and get evidence based answers (CIQpilot)				✓

► Manage security, privacy and compliance

Select call recording storage location	✓	✓	✓	✓
Tamper-proof recordings using PGP encryption	✓	✓	✓	✓
Convenience, compliance and on demand recording policies	✓	✓	✓	✓
Exclude specified calls on Caller ID	✓	✓	✓	✓
Mask Caller ID to protect caller privacy	✓	✓	✓	✓
Audit trail of administration and user activity	✓	✓	✓	✓
Manual deletion of individual recordings	✓	✓	✓	✓
Retain recordings using legal hold and retrieve	✓	✓	✓	✓
Manual pause, resume, and discard	✓	✓	✓	✓
Enable and disable Microsoft recording notifications	✓	✓	✓	✓

*Escalation and complaints, complimentary language, abusive language
 **Auto QA is a preview feature. Early adopters will be able to continue using Auto QA as an Ultimate / Ultimate IQ license feature when the time limited preview period ends

FEATURE	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER	ULTIMATE IQ RECORDED USER
Support PCI DSS compliance by automatically redacting sensitive card data		✓	✓	✓
Protect sensitive information with playback lock		✓	✓	✓

► Integration with other applications

Synchronize account and contact names with CRM		✓	✓	✓
Select and play recordings from Analytics 365 Call Analytics	✓	✓	✓	✓
Developer API access	✓	✓	✓	✓

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