




# CT Call Recording: Simplifying Microsoft Teams Compliance

Businesses can elevate their compliance standards with CT Call Recording, the ultimate solution for bridging compliance gaps in highly regulated industries.

Seamlessly integrated within the Azure cloud alongside [Microsoft Teams](#), CT Call Recording stands out as the premier enterprise-class compliance recording platform for capturing voice, video, and screen sharing interactions.



## **Achieve Comprehensive Compliance**

CT Call Recording empowers organizations with seamless compliance management as Microsoft Teams fosters communication across their business. CT Call Recording ensures regulatory compliance by automatically recording all communications, whether via desktop phones, softphones, cell phones, or any other combination of devices.



## **Transform Data into Business Intelligence**

By leveraging the native Azure environments of CT Call Recording and Microsoft Teams, businesses can unlock a streamlined, real-time call recording process that adheres to compliance standards. Businesses also benefit from CT Call Recording's swift deployment capabilities and innovative data migration techniques, facilitating the transition between platforms and unleashing vital business insights.

# Gain a Competitive Edge

## Maintain Data Control

Businesses can organize users into specific groups or teams and regulate access to recordings with precision. Additionally, businesses can utilize predefined user roles or customize roles to dictate access permissions at a granular level.

## Data Protection

CT Call Recording ensures data integrity through redundant capture points for Microsoft Teams recordings, backed by military-grade encryption within the Azure cloud.

## Anywhere Compliance

Organizations can stay compliant in a hybrid work environment effortlessly with CT Call Recording's cloud-based infrastructure, ensuring adherence to regulations **regardless of communication location** or time.

## AI-Driven Business Insights

CT Call Recording's advanced AI accurately interprets voice data and sentiments, transforming raw data into an actionable source of valuable business intelligence.

## Enhance Customer Experience

CT Call Recording enables AI-driven conversation analytics to leverage voice data for quality assurance and agent training, ultimately enhancing the overall customer experience.

## Future-Proof Compliance


Amidst ever-changing technologies and regulations, CT Call Recording continuously evolves to meet the dynamic demands of businesses, ensuring a sustainable compliance solution for the future.

## Robust App Add-Ins for Enhanced Control

Access the custom app add-in to manage call recording features seamlessly within Microsoft Teams, offering functionalities like call control, tagging, locating, playback, and more. Administer specific features with granular user permissions to enforce compliance recording policies effectively.

## Leading Video Compliance Recording Approach

CT Call Recording is the sole enterprise recording platform capable of capturing complete Microsoft Teams interactions, encompassing audio, screen captures, and up to nine concurrent video streams. Businesses can experience synchronized video conferencing breakdowns into individual files aligned with the audio timeline for enhanced clarity.



## Compliance is Standard in Every Recording Plan

With CT Call Recording, organizations benefit from numerous compliance features, including:

- ✓ Unlimited recordings and storage
  - ✓ 256-bit AES rotating encryption
  - ✓ Redundancy with local and geographical backups
  - ✓ Unified data sovereignty
  - ✓ Custom retention policies
  - ✓ Multi-factor authentication
  - ✓ Granular user-based permissions
  - ✓ Call playback, flagging, tagging, and notes
  - ✓ Agent and team grouping capabilities
  - ✓ Basic API and multi-language support
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# Reclaiming Control of Regulatory Compliance

## Data Ownership and Security

Businesses retain full control over their data with securely stored recordings in the cloud.

## Top-Tier Encryption

CT Call Recording utilizes military-grade 256-bit AES encryption for maximum data security.

## Secure Sharing

With the "Compliance Share" feature, organizations can securely share encrypted call links while maintaining compliance standards.

## Scalable Compliance

Businesses can scale CT Call Recording according to user needs without usage restrictions, and tailor features through optional licenses to suit their requirements.



**Let's Connect**

