CT Recording Features Matrix

Unified Communications Compliance Made Easy

As enterprises increasingly adopt Unified Communications (UC) platforms to support distributed workforces, compliance becomes more critical than ever. At CallTower, we're committed to empowering businesses with state-of-the-art tools that meet their regulatory requirements without compromising efficiency or security. That's where CT Recording powered by CallCabinet comes in, offering the perfect solution for businesses navigating the complexities of UC compliance.

Voice Core Recording User License	Advanced Recording Bundle	Add Ons
Each Core Recording License includes both a recorded agent seat and a Basic or Advanced Supervisor user license	Includes all Core Recording User features	Audio Transcription add-on: ▪ Unlimited Speech-to-text transcription ▪ Emotion and Sentiment analysis Enhanced Call Details
Recordings - stored within encrypted Call Cabinet Azure tenant	Screen Capture or Recording	PCI DSS Redaction add-on: ▪ PCI DSS redaction through API or manual intervention
Supports all MS Teams end points - PC / Mac client, mobile client, and Teams phones	QA User / Supervisor License [SL]	PCI DSS Redaction with AI add-on: ▪ PCI DSS redaction through AI automatically detects and redacts PCI DSS data
Unlimited recordings and storage for audio-only recording	[SL] Agent Evaluation [SL] Agent Scorecard [SL] Scorecard Editor [SL] QA Randomizer [SL] QA Reporting [SL] Manual PCI DCC Redaction	PCI DSS Redaction with AI plus Audio Transcription add-on: ▪ PCI DSS redaction through AI automatically detects and redacts PCI DSS data ▪ Unlimited Speech-to-text transcription ▪ Emotion and Sentiment analysis ▪ Enhanced Call Details
Compliant with GDPR, MiFID II, HIPAA, Dodd-Frank, PCI-DSS, and other compliance regulations		
Audit Trail		

Voice Core Recording User License	Advanced Recording Bundle	Add Ons
Custom retention policies		
Legal Hold Support		
Flag Calls		
Call Notes		
Analytics, Dashboard and reports		
In browser playback, email, and download options		
Agent and Supervisor grouping		
Two factor authentication		

NOTE:

! CT Recording for Microsoft Teams leverages the Microsoft 365 compliance recording policy to forward content to the recording system. While the policy can be enabled on a per-user basis, compliance recording is either enabled or disabled – ad hoc recording is not supported on this platform (although ad-hoc recording through the Microsoft Teams application is still supported).

! Requires Azure Subscription 1 directly from Microsoft.

! Agents with recording enabled require O365 or M365 A3/E3/G3 or A5/E5/G5 or Business Premium license.

! Not available on GCC High.