



LiquidVoice
Smart business analytics

SOLUTION OVERVIEW:

LIQUID VOICE POLICY-BASED
RECORDING FOR MICROSOFT
TEAMS CALLS & MEETINGS



Liquid Voice Policy-Based Recording for Microsoft Teams Calls & Meetings




At Liquid Voice we have connected our full suite of interaction recording and analytics solutions into Microsoft Teams to enable organisations to have an easy-to-use capability to record calls and meetings either for compliance or for best practice across their organisation. In this solution overview, we outline how our solution aligns to Microsoft Teams and the integration points into this platform.

Microsoft Teams Interaction Recording Overview

Liquid Voice fully embraces Microsoft's compliance recording which enables organisations using Microsoft Teams to define an administrative policy on which calls and online meetings are automatically recorded.

Liquid Voice is utilising the enhanced support and API's within Microsoft Team to allow our complete range of recording and analytics solutions to seamlessly work across this platform. Our integration spans the platform functionality, user experiences, and administrative interfaces to provide an end-to-end solution for configuring, managing, recording, storing, and analysing communications taking place within Microsoft Teams.

This allows us to:

-  Seamlessly, capture high-quality media across devices and all supported endpoints for audio, video and screen share.
-  Support for interaction capture between Microsoft Teams users and supported calling endpoints (Teams, Teams Mobile, Skype for Business, PSTN)
-  Create new administrative policies for compliance or best practice recording, including integration with existing Teams administrative calling and meeting tools and policies

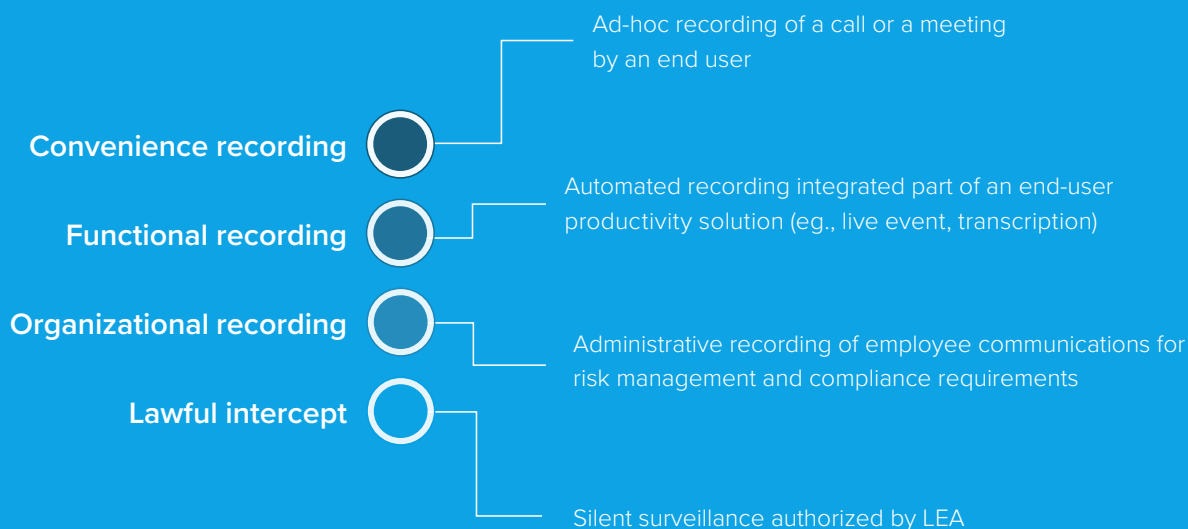
We can deploy our SmartCompliance, SmartEvidence and SmartExperience solutions on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.



Aligned To Your Business Needs

We fully support the four primary recording categories as defined by Microsoft as shown below including Convenience, Functional, Organisational and Lawful Interception (as required by Public Safety organisations).

Interaction recording taxonomy



For each of the four categories we enable you to define key elements, including how the recording is initiated, what is recorded, where the recordings are stored, who is notified, who controls access, and your retention policy. The following table is provided by Microsoft and shows example policies for each of the use cases.

Type	Convenience (Regular Teams Recording)	Org - Regulated (Compliance Recording)
Initiator	User	Admin (system)
Target	Per-call / meeting	Per-user
Storage owner	User	Compliance
Notification required?	Yes	Yes
Access Owner	User	Compliance
Retention Policy?	Optional	Yes

The Liquid Voice solution provides capabilities for regulated recording above and beyond the standard, convenience recording capabilities within Microsoft Teams. With Liquid Voice, recording is activated by individual user and once activated all calls for that user are automatically recorded. This enables you to retain recordings within your environment, tag these recordings and apply an extended retention policy.

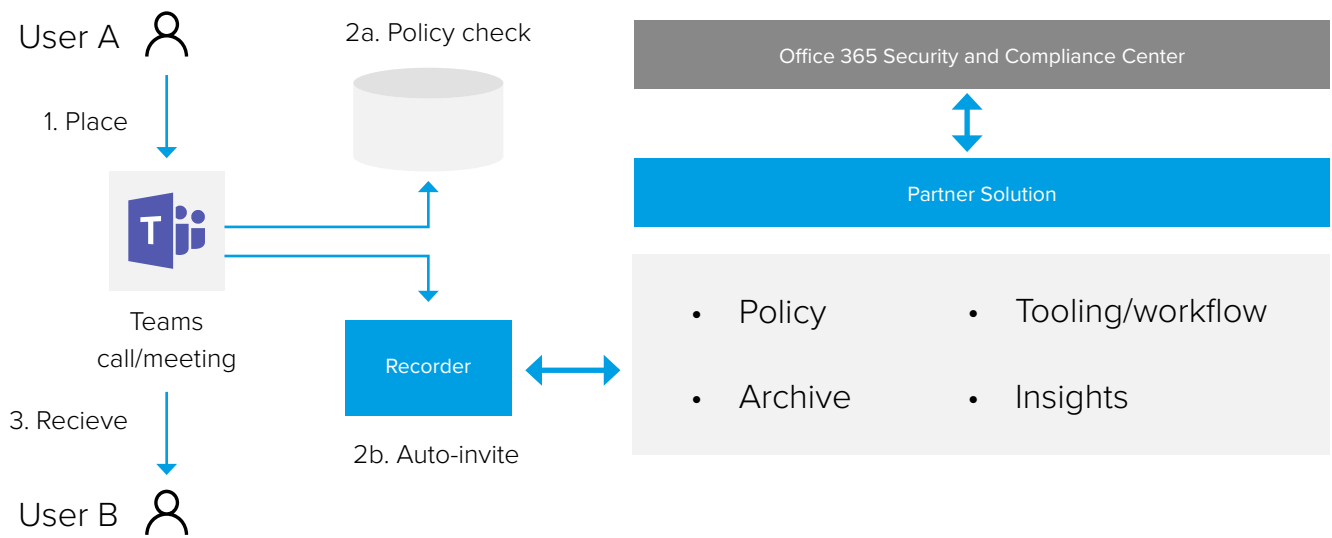
In the area of organisation-level recording, Liquid Voice adds significant value.

We provide you with the capability to define which Teams calls or meetings, by way of an administrative policy, should be automatically recorded and the associated owner of the recording.

By ingesting the voice or video recording into our repository, we are able to tag each recording with meta data associated with the interaction as well as utilise API's into your business applications to capture key data such as customer identifier, transaction type and transaction identifier.

Solution architecture overview

Liquid Voice recording for Microsoft Teams follows the defined Microsoft architecture for connecting to Teams as shown below:



How We Record Within Microsoft Teams

Liquid Voice Interaction Recording utilises Azure-based services (bots) that leverage Microsoft's communications platform and register as applications with Microsoft Graph. Our recording solution provides the direct interaction with the Teams calls and meetings communications platform APIs and provides the endpoint for media ingestion.

Liquid Voice meets the two specific requirements that are fundamental for a Microsoft Teams recording scenario:

- The bot always runs as deployed as an Azure App Service.
- This captures the recordings and can either forward it to a cloud based (e.g. Azure) or on-premise server.

Recording Policy Assignment and Provisioning

With Liquid Voice, IT Administrators can determine which users are to be recorded by creating and assigning compliance recording policies. Our recorder is automatically invited to participate in conversations based on the configuration of these policies when a communication interaction takes place. We enable you to manage compliance and best practice recording policies using Microsoft PowerShell and these policies can be applied at the tenant, per-user, and security group level for each organisation.

User Experiences

We fully support notification of users that their Teams call or meeting is being recorded, supporting the following notification methods in Microsoft Teams:

Teams clients - visual notice

- Desktop/web
- Mobile (iOS/Android)
- Teams phones
- Teams rooms

Other endpoints - audio notice

- SIP phones
- Skype for Business
- Audio conferencing
- PSTN callers

Recording Retention & Storage

Where recordings are stored and for how long they are retained is under the control of your Liquid Voice recording solution and no auto-archiving limits are placed on this. Our solution enables you to retain recording in our secure private cloud, for you to utilise your own public or private cloud storage or to leverage on-premises storage.

We provide you with the ability to define retention policies for each type of recording as well controlling how recordings are encrypted and whether sensitive information should be redacted.

PCI DSS Compliance

The Liquid Voice solution supports full PCI DSS compliance when recording interactions where payment card details are being exchanged. We provide the capability for you to pause and resume recording during the payment process ensuring that key sensitive information is not captured and as such not able to be retained.

Key Capabilities of the Voice Solution

By utilising Liquid Voice to record Microsoft Teams calls and meetings, you also benefit from a comprehensive range of applications and capabilities designed to support your business needs.

Whether you are operating a trading room environment, a contact centre or a public safety control room, our specific applications provide you with a wide range of additional capabilities including:

SmartCompliance for Financial Trading

- Voice & Screen Recording
- Key Phrase Analysis
- Compliance Analysis
- Vulnerability Detection
- Event Reconstruction
- Dashboards, Alerts & Workflow

SmartExperience for Contact Centres

- Multi-Media Interaction Capture
- Interaction Tagging & Linking
- Search & Replay
- Automated Quality Management
- Compliance Analysis
- Vulnerability Detection
- Dashboards, Alerts & Workflow

Public Safety

- Voice, Video & Radio Recording
- Data and GEO Tagging
- Key Phrase Analytics
- Voice & Video Transcription
- Incident Reconstruction
- Automated Alerts, Workflow & Escalation

About Liquid Voice

Liquid Voice helps organisations to deliver a compliant, ethical customer experience.

We do this through exceptional Interaction Recording and Analytics that enables you to inspect every conversation whether they be voice or text- based. We then provide a range of applications that turn these powerful analytics into the insights that drive what is important for your organisation.

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