Verint Capture for Microsoft Teams

Now You Can:

- Capture voice, video, screen sharing, and all forms of instant messaging from Microsoft Teams calling and meetings— with an integrated, high-availability recording solution.

- Facilitate compliance with record-keeping, data governance, and monitoring policies under MiFID II, Dodd-Frank, MAR, GDPR, and more to avoid fines and penalties.

- Record, manage, label, search, replay, analyze, and easily export interaction streams that should be retained due to internal policies or external regulations.

- Simplify, modernize, and automate your recording infrastructure while deploying in the cloud, on premises, or as a hybrid solution.

Microsoft Teams®—the world's fastest-growing UC platform—has become the go-to means of communication for hybrid-work-enabled organizations across the globe. At the same time, increasing regulatory demand for recordkeeping, monitoring, and secure data governance across all of the platform's communication modes is forcing businesses to balance business productivity and regulatory compliance.

Verint® Capture™ for Microsoft Teams is an integrated, secure compliance recording solution for centrally capturing, storing, retrieving, and analyzing Microsoft Teams voice calling, screen sharing, video conferencing, and all forms of chat across front, middle, and back-office environments. It can help organizations such as banks, investment firms, healthcare institutions, government agencies, and other highly-regulated industries manage the complexities of regulatory compliance across the communication modes used in Microsoft Teams meetings.

Designed with compliance, IT, audit, and surveillance teams in mind, Verint Capture for Microsoft Teams provides a user-friendly interface and automated features to help:

- Capture calls compliantly with unique features such as conditional recording, stop/start recording, and bot grouping.

- Accelerate call search, playback, sampling, and monitoring.

- Make call categorization, data retention, and creation of auditable datasets faster and easier.

- Centrally capture all forms of instant messaging in Microsoft Teams, including persistent, multi-participant chats.

- Facilitate investigations, records analysis, and data lifecycle and case management.

It's a practical solution to help Microsoft Teams environments comply with record-keeping, data governance, and monitoring policies under regulations such as MiFID II, Dodd-Frank, MAR, and GDPR.

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Empower Compliant Collaboration via Teams

Verint Capture for Microsoft Teams is based on open APIs, so it can seamlessly integrate with your existing infrastructure. Deployed in the cloud, on premises, or as a hybrid solution, it can centrally record Microsoft Teams peer-to-peer, channel-based, and group interactions for monitoring, recordkeeping, and reporting purposes. The solution offers a broad range of capabilities, including:

- **Compliance Recording** – Captures and stores complete communication records from thousands of channels at multiple sites, with resilient recording across multiple endpoints and calling scenarios (PSTN, peer-to-peer, conference meetings, virtual consults, and meeting-room-enabled devices).

- **Comprehensive Chat Capture** – Captures all forms of instant messaging in Microsoft Teams, including persistent chat, attachments, GIFs, emoticons, etc.

- **Communications Profiling and Data Insights** – Provides multi-lingual speech recognition and transcription capabilities, speech analytics, and communications surveillance features for quick, efficient audio review processes and reduces the potential of conduct risk. The solution includes speech transcription pre-trained for the financial domain in one language per user, plus diarization. Further speech analytic and communications surveillance capabilities are available as add-ons.

- **Deep Integration with Microsoft Azure®** – Fully integrates with Microsoft Azure Virtual Servers, Azure Active Directory, Azure SQL Database, Azure Storage, and more.

- **Enhanced Usability** – Archives records in a single, easily navigable repository for instant search and playback.

- **Data Intelligence** – Provides real-time, customizable dashboards and reporting to give a "single-pane-of-glass" view of your compliance infrastructure.

- **Compliance Storage Integrations** – Allows recorded data to be stored on premises or on multiple third-party cloud storages such as Microsoft Azure and Amazon S3, as well as on write once read many (WORM) archive solutions.

- **Cross-platform Compatibility** – Enables team interactions to be stored, managed, and analyzed along with other channels from UC, trading turret, mobile, and IP telephony environments.

- **Data Integrity** – Helps ensure data protection and integrity with encryption and robust security mechanisms.

Simplify Compliance Recording Deployment and Maintenance

Verint Capture for Microsoft Teams offers a single point of administration and a centralized view across your deployment, helping you tackle the complexity posed by multiple proprietary systems while reducing the effort and cost associated with ongoing maintenance. It can help your business reduce the hardware footprint, technical infrastructure, IT workload, and operating costs associated with compliance recording and data management.

Deployed as a hosted cloud-based or multitenant offering for end-users and UC service providers, the solution can offer lower provisioning costs, easy maintenance, and resource efficiency. Recording resiliency and high availability options enable recording to continue in the event of a server failure.

Learn more at
www.verint.com

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