

Question	Answer
<p>What is ASC Recording Insights for Microsoft Teams?</p>	<p>ASC Recording Insights for Microsoft Teams is a bolt-on call recording application that supplements the NFON cloud telephone system, Cloudya and Nconnect Voice. It delivers a comprehensive recording and analytics solution for the entire communication within Microsoft Teams and Cloudya or Nconnect Voice.</p>
<p>What hardware is required to set up the ASC Recording Insights App?</p>	<p>No hardware is required to get the app up and running. All you need is Cloudya or Nconnect Voice, and a Recording Insights App licence of your choice.</p>
<p>How easy is it to use the app?</p>	<p>ASC Recording Insights for Microsoft Teams is an intuitive, easy-to-use native app for Microsoft Teams. Because it is seamlessly embedded into the familiar Teams environment, the user does not need to manage two different applications for telephony and call recording – everything can be done from the same Teams interface.</p>
<p>Can I use the app if my company has to follow MiFID II guidelines?</p>	<p>ASC Recording Insights ensures MiFID II compliance by allowing you to capture all forms of communication including audio, video and chat. The recordings are stored securely in NFON's geo-redundant data centre that is closest to your location.</p>
<p>Does ASC Recording Insights provide support for PCI DSS compliance, e.g. when taking payment details?</p>	<p>This is supported via the manual Start/Stop Recording function. When stopping recording all communication channels are blacked out/muted; 'Start' restarts the recording.</p>
<p>Does the app help with fraud detection?</p>	<p>With a Compliance Recording & Analytics subscription as part of your licence, you can protect your business and employees from fraud and liabilities by using the app's fraud detection features such as transcription, keyword spotting and sentiment analysis.</p>
<p>Is storage included in the subscription?</p>	<p>Yes, 5GB of storage per user is included with each recording licence. Additional storage can be purchased per tenant.</p>
<p>Can the included storage of 5GB per user be shared within the organisation / tenant?</p>	<p>Yes. The storage is licensed per user, but can be cumulated across the entire organisation.</p>
<p>Are there only named-user licences?</p>	<p>Yes</p>
<p>Can I choose between bulk recording and on-demand recording?</p>	<p>With ASC Recording Insights, both is possible. You can choose how you want to record your conversations in the app settings.</p>

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What type of MS Teams communication can be recorded?	With ASC Recording Insights, you can capture audio, video/ screen recordings or chat conversations. What is recorded depends on the rules you have set. You can choose to record only one type of communication or all three of them; however, chats are only recorded during active calls.
Which operating systems is the app compatible with?	The application is basically platform independent if the Teams App or Teams Browser App are available (incl. third party app support, Microsoft Windows, Linux, macOS X, iOS, Android)
Can you attach individual recordings to a specific customer in a CRM system?	All Teams sessions/calls that have been recorded by ASC Recording Insights can be exported (in .wav format) to a CRM system.
Is it possible to disable internal recording?	Yes, it is possible to disable recording for internal communication. Different types of sessions/calls (i.e. inbound/ outbound, internal/external/meetings) can be defined and configured accordingly.
Is it possible to export conversations made in MS Teams and import them into Neorecording in my company environment?	Yes, it is possible to export (.wav) recordings and analytics generated with the ASC Recording Insights app and to import them to Neorecording.