

ASC Recording Insights – NFON Integration for Microsoft Teams*



Never miss
a conversation.

Call recording. Quality
management. Analytics.

Need to record and store all your in-app workplace
conversations? Let's do it properly.

ASC Recording Insights is the perfect add-on to
our Premium or Standard Integration for Microsoft
Teams*. Compliant. Automated. It protects your
business from legal liabilities and helps you deliver
a top-notch service.

Happy regulators. Happy staff.
Happy customers. Happy days!

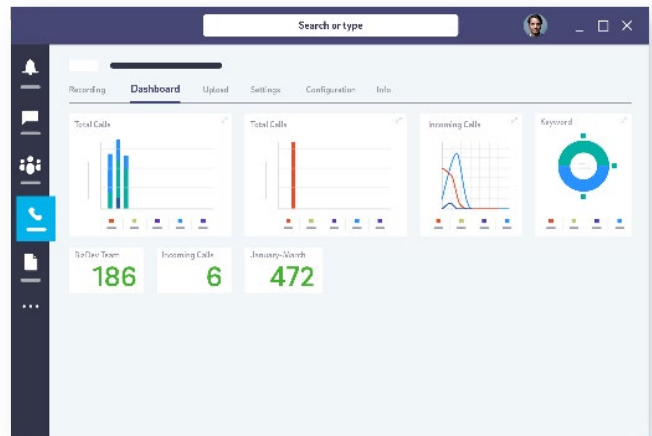
Boost your business

- Track conversations across channels
- Record internal and external calls securely
- Comply with national and international laws and safeguard against data breaches
- Streamline internal processes, reduce call volumes and monitor script adherence
- Control agent permissions to access, record, play or erase recordings
- Search, transcribe, categorise and analyse interactions in Microsoft Teams* to gain business insights

Treat your teams

- An intuitive interface anyone can use
- Access best practices
- Protect against harassment and liabilities, with recordings to back up claims
- Use powerful analytics to optimise processes
- Streamline collaboration for remote workers

NFON.COM



Loaded with features

- **Native app within Microsoft Teams*** – nothing else needed
- **Super-secure data encryption** with storage at geo-redundant data centres in Europe
- **Automatic or on-demand recording** of all your collaboration and communication on Microsoft Teams*
- **Record voice, chat, video and screen activities** from Microsoft Teams* and its enabled devices
- **Capture whatever call scenarios, endpoints and devices** you need on a peer-to-peer, group or channel basis
- **Automate compliance processes** and use dashboards to spot issues before they become problems
- **Gain detailed insights** with oodles of analytics options
- **Monitor call volume and agent performance** with dazzling data quality
- **Combine flexibly** with other NFON solutions for more use cases than you can shake a stick at



**ASC Recording Insights.
Saves the day.**

*Microsoft Teams is a trademark of the Microsoft group of companies