

# MICROSOFT TEAMS WITH NICE ENGAGE RECORDING

Make experiences *flow*

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.



## Unified Communication—Enterprise-Wide Adoption

Unified communication and collaboration platforms, such as Microsoft Teams, are gaining increasing popularity among contact centers and back office for their ability to support chat, video, call meetings, and document sharing on a single platform. Microsoft Teams expands on the capabilities of Skype for Business online and is gradually replacing it as the core communications client for Microsoft 365 and Office 365.

As regulations for capturing interactions continue to grow, and as customer interactions shift towards new communication modalities, such as Microsoft Teams, firms need to ensure adequate recording coverage across all communication types. Effective omnichannel recording not only protects the organization from reputational and regulatory damages, but also enables gleaning business insights from customer interactions. NICE Engage recording for Microsoft Teams provides complete recording coverage of all Microsoft Teams-based communications, ensuring global regulatory compliance and delivering value in all communication channels.

## One Enterprise-Grade Solution for Recording in Contact Centers

Engage is your solution for omnichannel recording and archiving as well as monitoring voice and electronic communications in all channels. Integrated with Microsoft Teams, you can benefit from all the advantages of NICE Engage, including DIY policy management, a long list of recording integrations, and real-time capabilities. Ensuring flawless and seamless transition from Skype for Business to Microsoft Teams recording, we have got you covered with the best in class recording solution.

## Omnichannel Communication Recording

NICE Engage supports Microsoft Teams Recording to help you to meet the demands of shifting communication preferences. It can reliably record any available media source used through Microsoft Teams—from video to chat to screen-sharing and voice. As the one go-to solution for centralized recording, storage, search, and playback of all customer interactions across the enterprise, Microsoft Teams Recording for NICE Engage can also seamlessly allow you to apply the same archiving and retention rules to your recorded communications, so you can easily adhere to regulatory and QM targets and requirements.

## Leverage on Your Existing Investment

The integration with Microsoft Teams allows existing NICE Engage recording users to leverage their current platform and protect their investment by adding the latest market demands and supporting new communication methods within the organizations and with customer's interactions. Engage users that choose to add Microsoft Teams integration may re-purpose their existing AIR channels to Microsoft Teams.

## The Only Real-Time Microsoft Teams Recording for Contact Centers

Microsoft Teams with NICE Engage is a real-time streaming and recording solution. It is compatible with all existing advantages that are part of NICE Engage offerings, such as real-time screen recording and monitoring for QM, real-time recording assurance, real-time PCI assurance, real-time authentication and fraud prevention, and real-time analytics.

## End-To-End Resiliency and Security

With regulation-driven evidence keeping, there's no room for error. NICE Engage Microsoft Teams Recording benefits from the NICE Engage platform high availability and redundancy features such as N+1, Multiple Data Center (MDC), and Interaction Controller (IC) cluster, ensuring the highest level of resiliency in the industry. With NICE Engage Microsoft Teams Recording, you can also benefit from the highest security standards with advanced data security via end-to-end qualified media encryption.

## Unmatched Scalability and Flexibility

Regulations are continually evolving. New technologies and channels are frequently introduced, changing our communications landscape. NICE Engage Microsoft Teams Recording seamlessly adapts to modern communications, regulations, and needs, to ensure you're recording whatever you need, whenever you need it. NICE Engage Microsoft Teams Recording can scale up with minimal effort and is simple to manage.

## Designed for Low TCO

As opposed to a store and forward mechanism, NICE Engage Microsoft Teams Recording is a real-time streaming solution. Azure storage is not needed for recorded interactions, thus reducing the running costs and contributing to a much lower TCO in the Azure cloud. NICE Engage Microsoft Teams recording will keep the cost of ownership down also for its elasticity on Azure. The Cloud costs will be in accordance with the actual usage and keep your costs lowest as possible.

