



Successfully integrating compliance recording with Microsoft Teams

– an introductory guide



Enghouse
Interactive

Introduction

Microsoft Teams is increasingly a core platform within the contact centre, driving greater communication and collaboration and improving the experience for both customers and agents.

To gain full effectiveness from Teams, organisations need to integrate all of the existing functionality and solutions they use into the contact centre. Call recording is a key example – without it every organisation will find it difficult to guarantee compliance and quality assurance.

Call recording within Teams has to be **real-time, secure and highly available.**

There are multiple approaches to call recording in Teams.

This guide explains each one and outlines what to look for when choosing a solution.

Benefits and uses of call recording

Compliance

Providing a record to show compliance with regulations such as FCA and MiFID II.

Quality assurance

Ensuring that agents follow scripts and are consistently delivering a high quality customer experience.

Liability protection

Creating a legal record of everything that is said on a call to aid dispute resolution.

Staff training

Enabling supervisors to spot areas where agents require additional training or coaching.

Staff wellbeing

Helping identify signs of stress or burnout in agents, enabling additional support to be provided.



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Teams and Call Recording – the basics

93% of contact centres surveyed by ContactBabel use call recording, demonstrating its importance to ensuring effective, compliant customer service. Indeed, in some regulated sectors, such as finance, healthcare and the emergency services, call recording is mandatory, due to legal constraints.

93%

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When it comes to Teams, any call can be easily recorded within the platform by the meeting host or a designated attendee for the sake of convenience. However, recording has to be started manually, meaning it is unsuitable for compliance purposes.

Instead, for compliance recording, control needs to be taken away from the user, with Teams calls recorded automatically through a dedicated recorder that works in the background. This ensures every call is recorded, meeting compliance needs and also providing a valuable resource for training and quality assurance.

Dialling the right connection from Teams

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Direct Routing

The first approach is direct routing, where organisations choose their own carrier and optimal call plan. This is normally implemented by larger organisations who have existing relationships with carriers for their wider telephony needs, have specific call plans in place and have processes in place to manage their telecoms spend and requirements.

In this case, any call recording solutions that you deploy can integrate with a Session Border Controller (SBC) that acts as the link between Teams and the PSTN network. A SBC regulates, protects and controls the communications flow between Teams and the external carrier.

Call recorders can be hosted in the cloud or alternatively on-site. This second option is particularly important for companies who may have security policies in place that mean data such as call recordings cannot leave their physical or geographical infrastructure.

Microsoft Calling Plan

Under this method organisations buy PSTN services from Microsoft – essentially they are the carrier and provide the call plan.

The compliance recordings are all carried out within Teams itself using a third party recorder hosted within the Microsoft Azure cloud, which accesses the live call via the Teams' Graph API.

Recordings are typically stored in Azure but can be accessed by external solutions for analysis and compliance purposes. While it is possible to store recordings outside Azure this adds complexity, particularly around data connectivity and security.



Choosing the right partner for call recording in Microsoft Teams

Call recording is an integral part of any contact centre's infrastructure and provides vital data for ensuring regulatory compliance, as well as enabling analysis for staff training and quality assurance.

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Many forward-looking organisations are also extending their call recording solutions to deliver insight into the Voice of the Customer, and using this to improve their overall products and services. Integrating Teams and your call recording solution is therefore a business imperative.

That means you need to choose the right technology and partner to meet your needs. The solution should be flexible and able to work effectively, whether you choose to use direct routing or a Microsoft Calling Plan to connect Teams to the public telecoms network.



Look for the following when making your choice:

Native Teams support

Ensure your call recording solution integrates with the Microsoft Graph API and a Microsoft-compatible Session Border Controller.

Real-time monitoring

Analysing call recordings after the interaction is complete delivers enormous value – but being able to monitor calls in real-time enables a more proactive approach. For example, a supervisor could directly intervene on a call while it is live, either through Teams IM or through voice if an agent is struggling or is not following a compliance script. The most advanced real-time monitoring solutions also provide automated coaching, delivering prompts to an agent to ensure they cover all required areas on a call to ensure compliance.

Always-on

Many contact centres are handling tens of thousands of calls every day, meaning reliability and scalability is vital. Your call recording solution therefore has to be highly available and able to cope with peaks of activity.

Security

As well as being secure itself, the solution you choose should provide all the features required to support your wider compliance and security policies, such as around the retention of recordings.

Analytics

Simply recording calls and making them available for review is the first step in the process. Ensure your solution has powerful analytics functionality to allow you to unlock the full value in the recording, from pinpointing training needs to providing Voice of the Customer insight. Look for vendors that are investing in deepening analytics, such as by adding artificial intelligence and machine learning to make analysis faster and more automated.

Microsoft partnership

The Teams platform is evolving rapidly, so pick a vendor that has a strong partnership with Microsoft and deep contact centre experience. This will ensure that it understands the product's roadmap and is actively developing solutions to meet your changing needs.

Conclusion

To deliver full value from Teams within the contact centre you need to integrate it effectively with your call recording solution.

As this guide has outlined there are multiple approaches to connecting Teams to the public telecoms network, which impact the type of solution and requirements that you will have.

Making the right choice is vital if you are to meet your compliance, quality assurance and call analytics needs. This means choosing a flexible partner to provide your solution, one that combines a strong understanding of Microsoft Teams and wider contact centre technology alongside experience in successfully delivering secure, highly-available and advanced call recording systems across industries and platforms.



About Enghouse Interactive

We are the world's most reliable customer contact technology provider. Our global brand is built on our track record of consistently honouring our commitments to our customers, our staff and our shareholders.

Enghouse Interactive, a subsidiary of Enghouse Systems Limited (TSX: ENGH), is a leading global provider of contact center software and service solutions that deliver enhanced customer service and transform the contact center from a cost center into a powerful growth engine.

Our Practices and Solutions enable businesses to leverage meaningful, daily customer interactions to extract key insights used to deepen customer loyalty and uncover new opportunities to add value, profitably.

Globally, Enghouse Interactive's divisions support thousands of customers worldwide, respecting local regulatory requirements, and supports any telephony technology, whether deployed on premises or in the Cloud, ensuring that our customers can be reached by their customers – anytime, anywhere, and via any channel.



**Enghouse
Interactive**

Imperium
Imperial Way
Reading
RG2 0TD

call **+44 (0) 20 3357 3040**
email **marketingemea@enghouse.com**
visit **enghouseinteractive.co.uk**