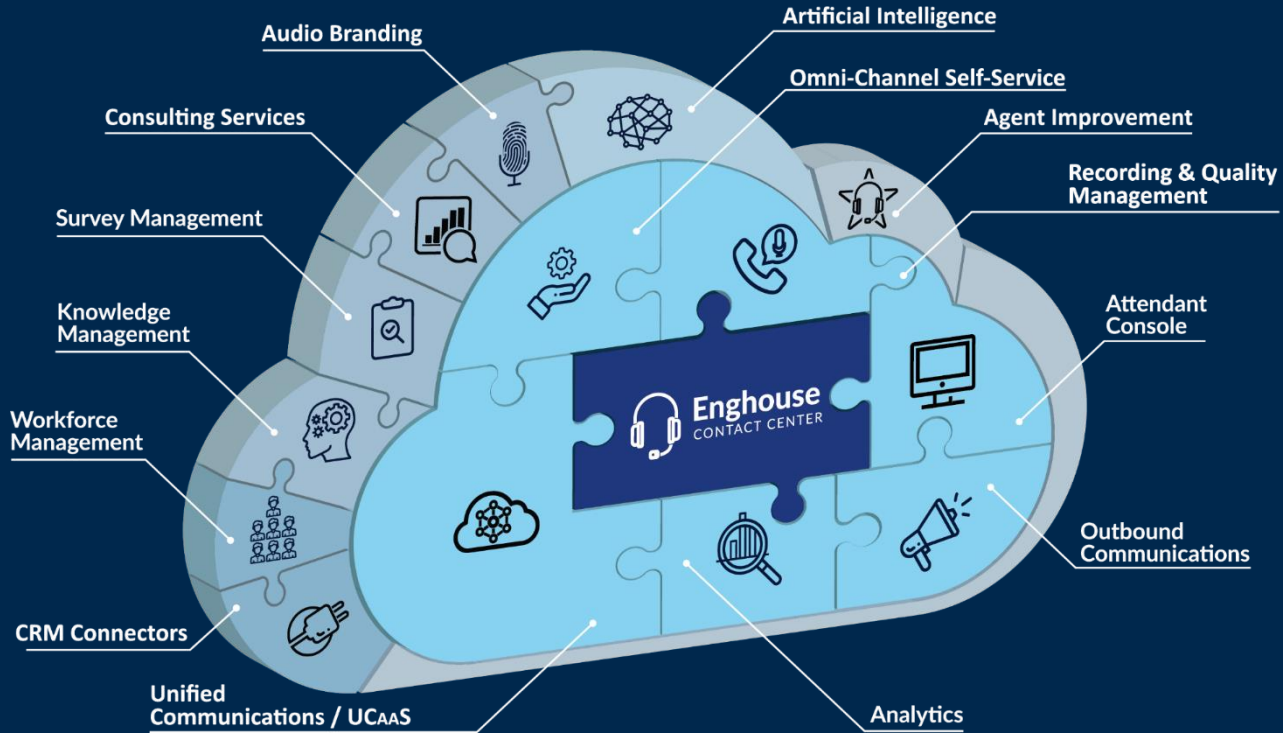




**WEBINAR:**  
**Enabling Contact Centre  
Recording Natively in  
Microsoft Teams**

7 December 2022  
12pm AEDT | 2pm NZDT | 9am SGT





# Today's Presenter

**Peter Fedarb**

Solutions Engineer

**Enghouse Interactive APAC**



# The importance of Interaction Recording – Global uptake

81

% of global organisations  
using recording

COPC Global Benchmarking Series, 2022



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## The importance of Interaction Recording – ANZ uptake

92

% of ANZ organisations  
using recording

95.5

% of ANZ organisations  
that store their recordings  
in the Cloud





# Quality Management – Business Drivers



Compliance and Security

Training and Evaluation

Customer Satisfaction

Productivity



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Rights-based access  
secure client communications



Recording encryption  
(256-bit AES)

Decrypt with  
controlled key  
access

Backup and  
redundancy safe of  
decryption keys

Decryption key  
expiration



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Fully automated and manual  
'Pause and Resume'



Web service API for  
integration



Set triggers for automatic  
recording



Extensive audit trails



Flexible archiving as standard



Compliance





Which telephony platform are you currently using, or were you previously using, before moving to Teams?

- ☐ Skype for Business
- ☐ Cisco
- ☐ Avaya
- ☐ Other

# Quality Management Suite 9.1

## Key Features



Third-Party authentication  
(SSO)



Added support for Azure  
speech-to-text transcription



Support for Microsoft Teams  
Screen Share recording



Due dates on evaluation  
tasks



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# Quality Management Suite 9.1

## Key Features



Third-Party authentication  
(SSO)



Added support for Azure  
speech-to-text transcription



Support for Microsoft Teams  
Screen Share recording



Due dates on evaluation  
tasks

Log file redaction of  
sensitive information



Added support for Enghouse  
Video media (Vidyo)



Customisable splash screen for  
Release Notifications



Migration tool for ease  
of upgrades



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# Quality Management Suite 9.2

## Key Features



Translation of transcriptions  
for evaluations (AWS)



Work to reduce cost of  
ownership



Additional reporting for  
tenant admins

Integration to  
Enghouse CCaaS



Email Notification – Basic  
Auth update for (Gmail)

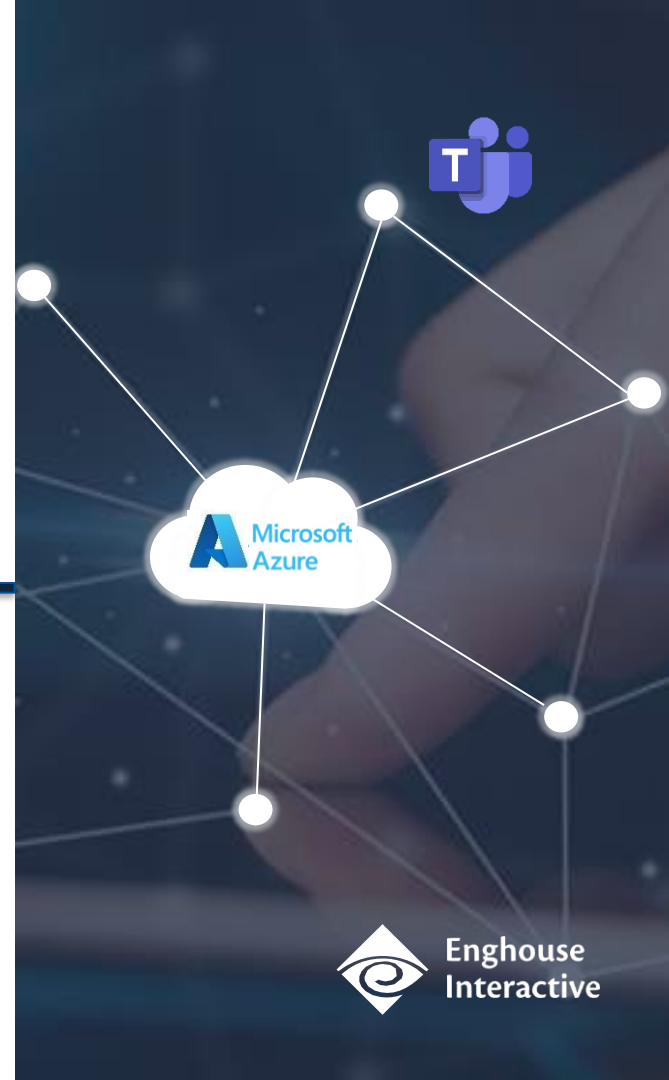
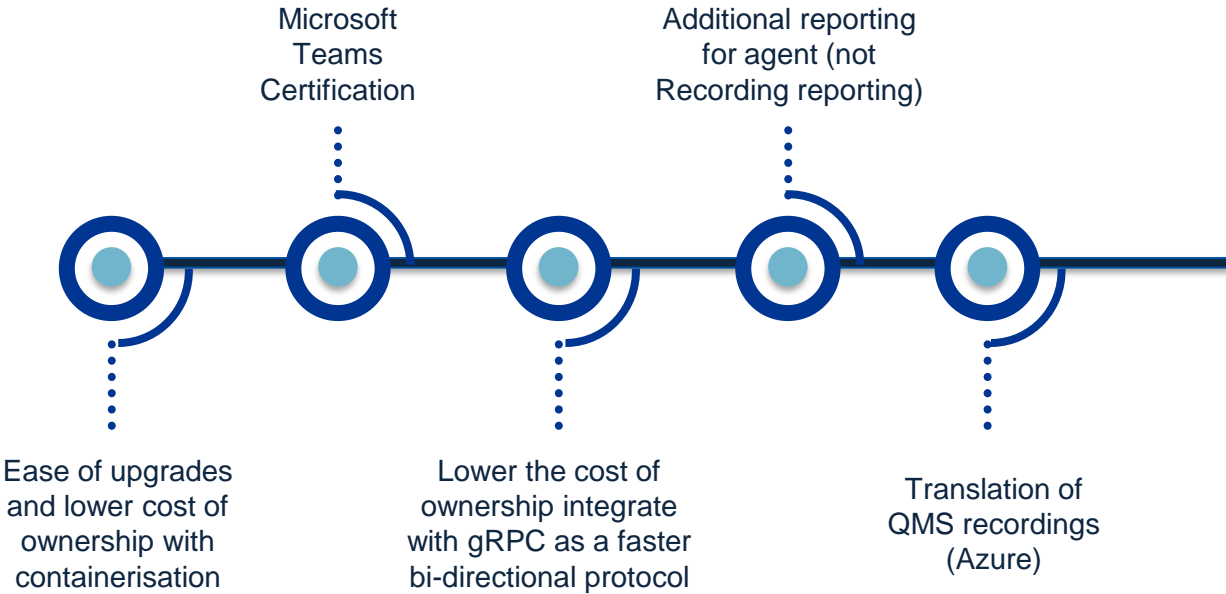


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# Quality Management Suite

## Roadmap 9.3



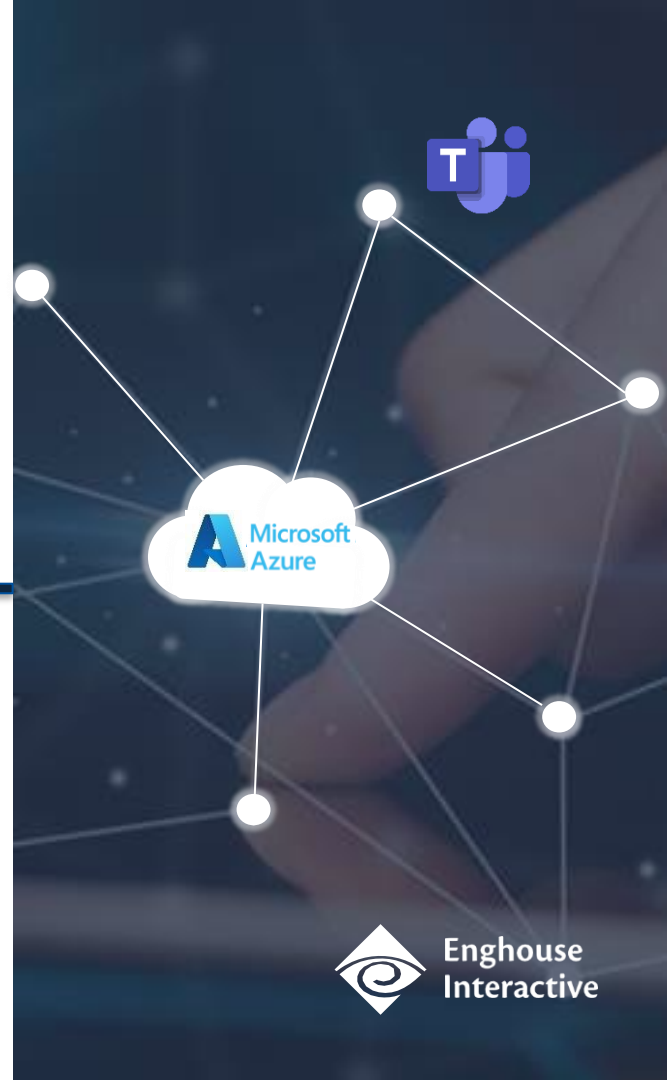
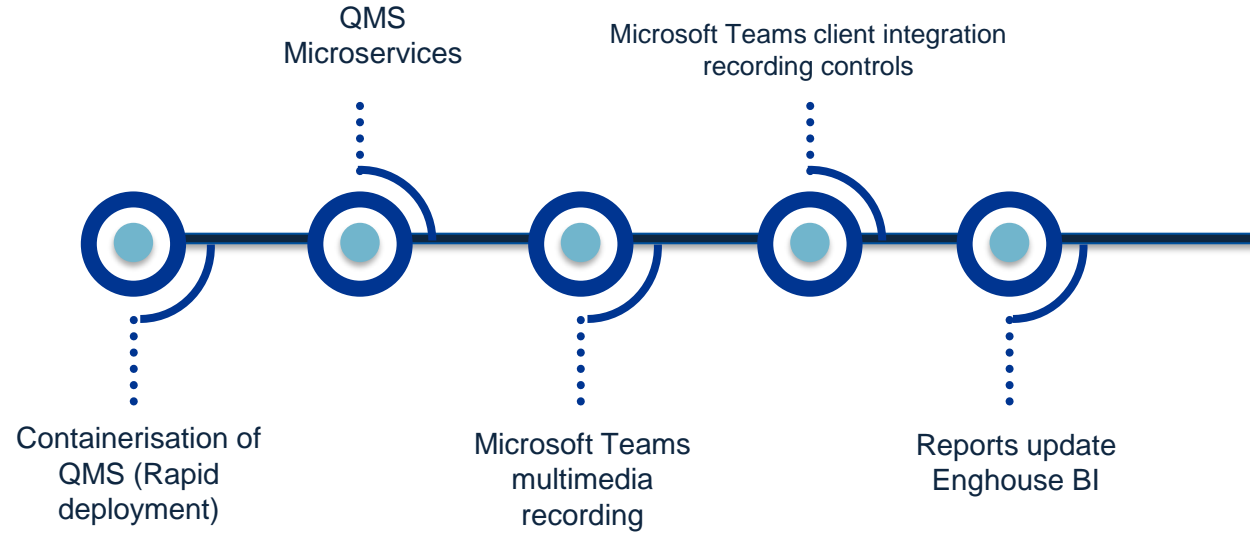
What call recording requirements do you have within your business?

- ☐ Contact centre only
- ☐ Contact centre + back office
- ☐ Non-contact centre users



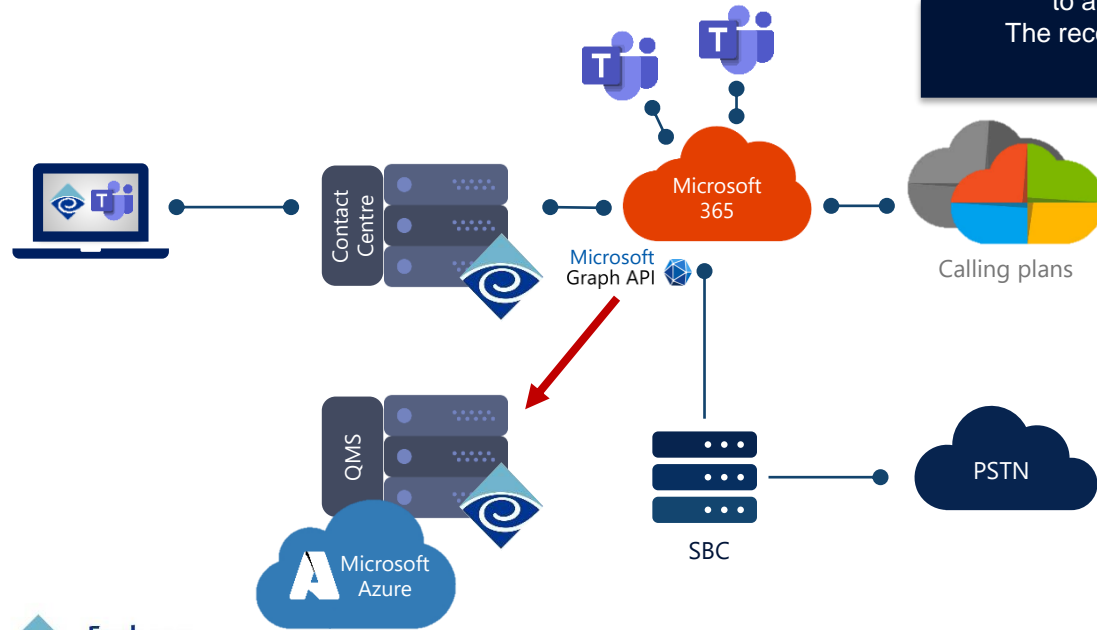
# Quality Management Suite

Roadmap 10.0



# Quality Management Suite

Teams – Microsoft Graph API

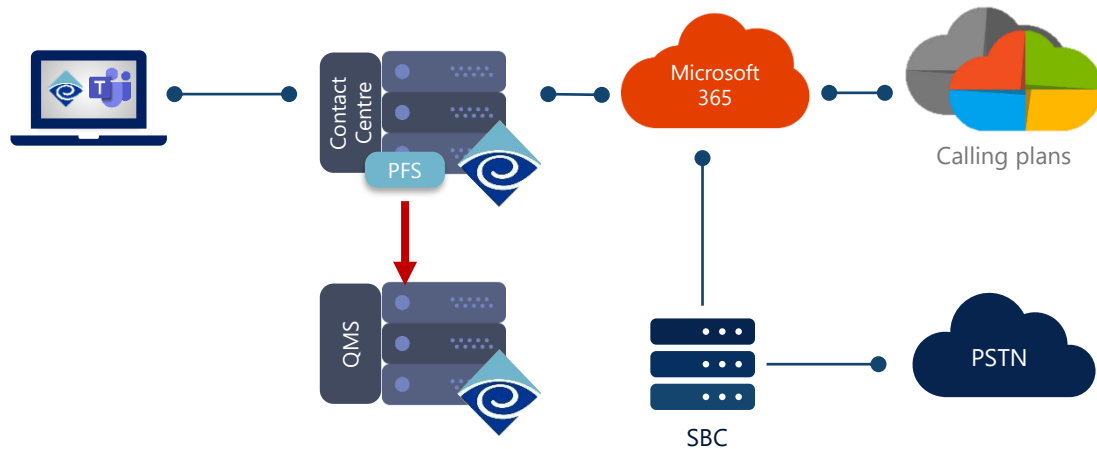


Record calls via the Teams API  
to allow QMS to record **All calls.**  
The recorder **MUST be hosted in Azure**

# Quality Management Suite

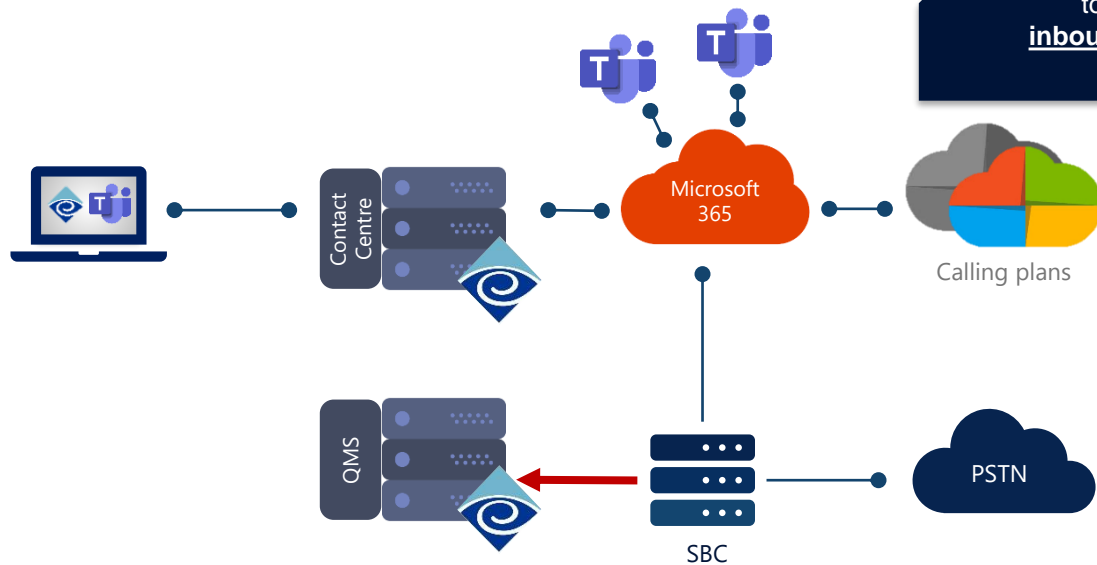
Teams –Audio forwarding

Install the Packet Forwarding Service (PFS) on the contact centre to forward the audio, allowing QMS to record all **Contact Centre calls ONLY**



# Quality Management Suite

Teams - SIPREC



Record calls via SIPREC from the SBC to enable QMS to record all **inbound and outbound PSTN calls**

What is your business' **main** driver for recording?

- ☐ Compliance
- ☐ Quality control
- ☐ Dispute protection/resolution



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# Evaluation Demonstration





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# Thank you



[helloAPAC@enghouse.com](mailto:helloAPAC@enghouse.com)



[EnghouseInteractive.com.au](https://EnghouseInteractive.com.au)



[EnghouseTeams](#)

[Enghouse Contact Centre of Tomorrow](#)





Questions?