

onecom

Connect4Teams

Voice Recording



Connect4Teams Voice Recording

Seamless and secure call, video and chat recording.

Onecom's Connect4Teams provides an enhanced voice recording service to supercharge your contact centre capabilities, as part of Onecom's 'OneCloud' Cloud Managed Service Platform.

With seamless and secure voice recording via a native app within Teams, it's never been easier to record & store call, chat and video; whether it's for training, compliance, or analytical purposes. Recording is enabled for both internal & external communications, including both direct & PSTN based calls & meetings.



Connect4Teams Recording is suitable for:

- Business regulated by the Financial Conduct Authority.
- Businesses looking to improve customer insight.
- Recording for training exercises.
- Transcription and translation requirements.

Solutions Available

Smart Recording offers vital capabilities for organisations looking to implement an easy-to-manage solution that allows standard recording & retention capabilities, with basic reporting included. This is appropriate for training purposes & other general business voice recording requirements.

Compliance Recording offers an advanced package of features for those in industries such as financial services or law practise. The compliance option offers additional security & extended reporting in addition to the standard function in the 'smart' option that is compliant with MiFID II, PCI-DSS, & DSGVO.

Analytics is an additional bolt-on, offering deep capabilities for organisations looking for extended reporting. With transcription, key-word spotting, sentiment analysis, and more, it has never been easier to create reporting that offers actionable information for improving your contact centre operation.

Features & Functionality

	Recording	Recording & Analytics	Recording for Compliance	Recording for Compliance & Analytics
Recording	✓	✓	✓	✓
Retention Time Settings	✓	✓	✓	✓
Individual Recording Settings		✓	✓	✓
Visibility & Replay Settings			✓	✓
3 Access & Rights Roles	✓	✓	✓	✓
Individual Access & Rights Settings			✓	✓
Basic Reports	✓	✓	✓	✓
Extended Report Functionality		✓	✓	✓
Full Report Functionality		✓		✓
Cognitive Services		✓		✓

Learn more about Connect4Teams

Onecom’s proposition is one of simplicity; removing complexity and duplication whilst helping businesses reduce cost and deliver simply brilliant customer experiences worldwide.

To discover more about Connect4Teams, click the button and one of our experts will get in touch to discuss Connect4Teams, the options available and arrange a demo.

[Book a Connect4Teams Demo](#)

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