

# clarify<sup>®</sup>

for Microsoft Teams

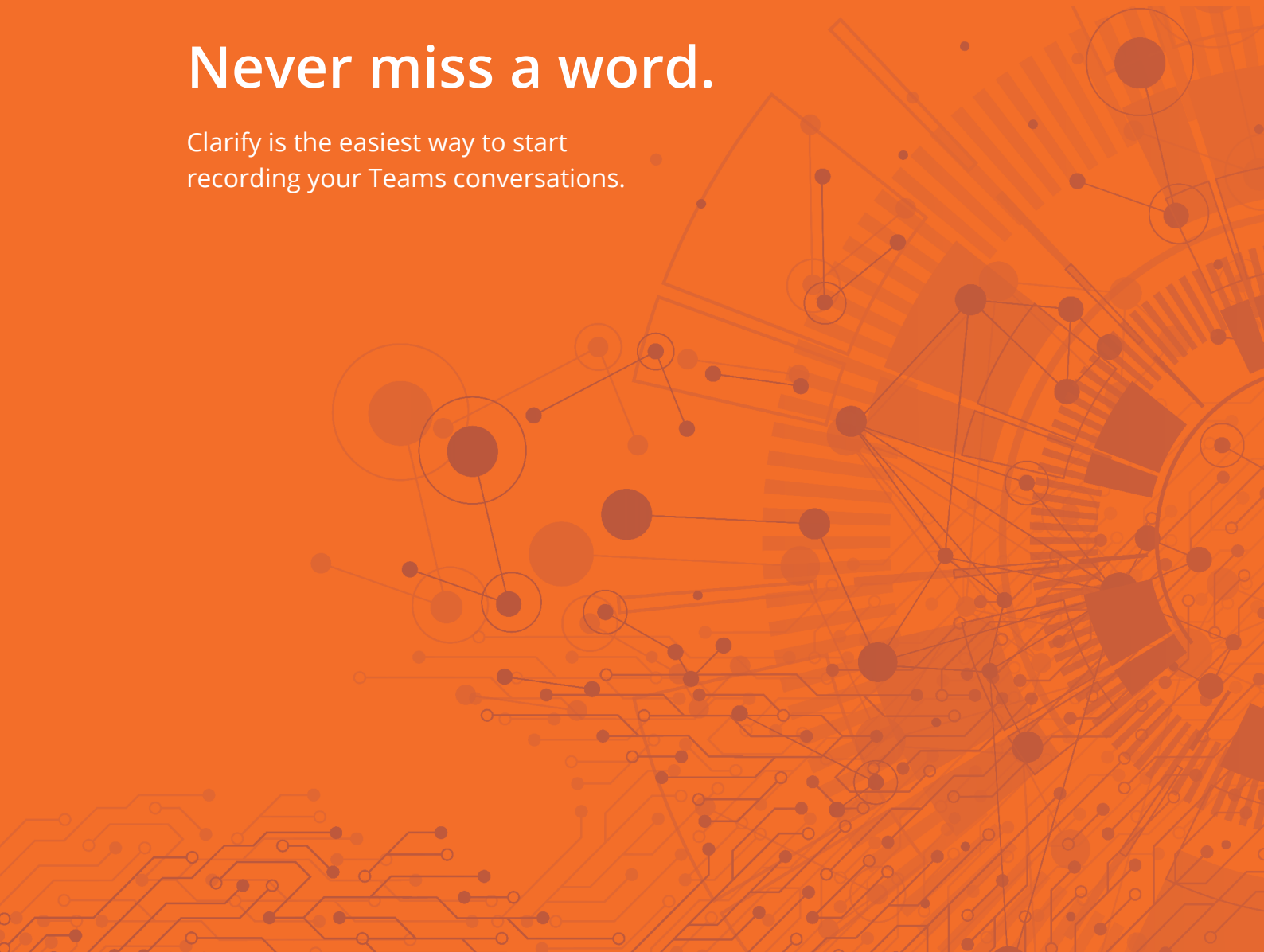
Audio, video and screen recording  
for compliance & performance improvement



# Compliance Performance Archiving Quality Training

Never miss a word.

Clarify is the easiest way to start recording your Teams conversations.





## Secure, on-site compliance recording for Teams

Clarify for Microsoft Teams is a Microsoft certified call recording and quality measurement solution from Oak Innovation. Designed to meet the rigorous demands of compliance regulations, Clarify also provides business intelligence to help you improve sales and service performance.

Thanks to integration with the Microsoft Graph API, Clarify captures every type of call: audio, video, screens and meetings, Teams-to-Teams, internal calls and calls via third party phone systems. Plus it's call routing agnostic, so you can use it with the Microsoft Calling Plan, Direct Routing, Contact Center solutions, and more.

Each recording is encrypted and securely stored within your own data network to support organizational or legal requirements. Policy-based access ensures that those who need to can easily retrieve files for reference, auditing and training purposes.


From secure file-sharing and custom recording rules to performance assessment and AI speech analytics, Clarify is here to improve the way you work.

### What do you need from your Teams call recorder?

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<b>To support compliance...</b> Tick all the regulatory boxes, including PCI, MiFID II, GDPR, Dodd-Frank, SCA, CMS and HIPAA.	4
<b>To improve performance...</b> Monitor and support your team to help them perform at their very best.	5
<b>To protect reputation...</b> Capture conversations to provide evidence for consent, auditing and legal purposes.	6
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# Support compliance

 **Compliance is the No 1 reason that organizations invest in call recording. Make sure your call recorder ticks all the boxes.**

Clarify is designed to capture everything you need and nothing you shouldn't, helping you to meet all major compliance regulations and retain full control over the storage, access and use of recordings.

From 256-bit AES encryption to the ability to store your calls where you want to, Clarify helps keep compliance simple.

## **Financial Services (FCA, Dodd-Frank, MiFID II, SCA)**

Many FinServ companies are implicated in FCA, MiFID II and Dodd-Frank regulations. These require conversations related to a transaction to be recorded and stored for up to seven years.

With Clarify, you can:

- ✓ Record all types of calls, including internal, external, Teams, mobile and PSTN lines
- ✓ Store recordings as long as necessary
- ✓ Store recordings in an encrypted tamperproof format
- ✓ Tag recordings with Legal Hold to prevent deletion as part of an investigation

## **GDPR**

GDPR gives customers the right to request that calls are deleted or not recorded in future. Businesses must comply unless they need the recording to fulfil services to the customer.

With Clarify, you can:

- ✓ Capture verbal consent to provide services
- ✓ Grant user permission to delete recordings
- ✓ Control which calls are recorded by setting recording rules
- ✓ View all GDPR related activity for auditing

## **Payment Card Industry Data Security Standard (PCI DSS)**

PCI DSS was set up by major credit card providers to reduce fraud. It requires businesses to make sure that sensitive card details are not captured by call recorders.

With Clarify, you can:

- ✓ Automatically pause recordings during payments using payment field detection
- ✓ Works for both app or browser payment solutions
- ✓ Tag recordings where card payments are taken
- ✓ Add speech analytics to check adherence to best practice

## **Healthcare confidentiality (HIPAA, CMS)**

In the US, CMS regulations require the marketing and purchasing of healthcare services to be recorded and stored in a HIPAA compliant way to protect patient confidentiality.

With Clarify, you can:

- ✓ Encrypt recordings to prevent tampering
- ✓ Control who can access, change or delete recordings
- ✓ Report on HIPAA related activity

# Improve performance

**Call recordings are a gold mine of business intelligence. Clarify ensures you get the most from them.**

Choose from a raft of assessment and training tools, from supporting staff on live calls to advanced speech analytics that scan for key words and sentiment. Clarify performance modules are all about informing service and improving the customer experience.

## Call playback

Review conversations to check details, so you're less likely to make mistakes. Get it right for the customer first time and pick up on the little details that make your service really shine.

## Quality measurement

Quality measurement is designed to make performance assessment simple with a suite of manager tools. Create playlists to assess call handling skills, identify knowledge gaps and view employee progress using comprehensive reports. Great for checking script adherence and upselling opportunities, you can also set customer care goals.

## Live listening

Listen into live conversations between staff and customers to see how employees are doing and support them in real-time.

## AI Speech analytics

Add AI speech analytics for further insights into customer behavior. Uncover trending topics, key words and emotions through the automated analysis of transcripts.

Use findings to feed back into business decisions, customer service and sales techniques.



# Protect reputation

**In an online world, reputation can make or break a brand.**  
**Clarify looks after you and your customers.**

Recording your calls helps protect your business from fraud, misconduct and abuse. They provide proof of what was said and who said it, so you can resolve disputes before they escalate. Simply informing your customers that calls are recorded can go a long way to deterring fraudsters.

## Prevent mistakes

Mistakes make you look bad and can be costly. Just like an email, a voice recording lets you review details after a call, so you can get it right for the customer first time.

## Identify common issues

Clarify tags can be customized to improve filtering of recordings. If there's a common or trending concern in the contact center, you can quickly collate a list of calls as evidence and act to remedy the situation.

## Resolve disputes

Clarify provides evidence of who said what, including consent, agreements and advice. You can even listen to each part of the dialogue in turn for clarification.

Should a dispute arise, you have objective evidence to clear matters up quickly and amicably. Should it escalate to court level, tamperproof encrypted recordings are acceptable legal evidence.

## Legal Hold

Long term storage comes as standard with Clarify, although many businesses set up recording rules to automatically delete records after a given period. Clarify Legal Hold lets you tag any recordings as part of an ongoing investigation to ensure the usual deletion rules are not applied.



# Best-in-class integration, reliably secure

Where security is paramount, you need to be able to trust your technology choices. Clarify is rigorously tested and certified by Microsoft, so you can have confidence in its resilience and security features. It can be deployed within your telephony framework, on premises in your own data center or own private cloud, to support company or legal requirements and keep you in full control of your data.



**On-site solution**



**Complete data sovereignty**



**Tailored support**



**Resilient and secure**



**Built for the long haul**

## Teams recording, deployed your way

We work hand in hand with your telephony provider to ensure your compliance recording needs are met. All Clarify installations are done remotely, and training provided to give your staff complete confidence.

We offer a comprehensive range of support plans to suit your business needs, from online videos to helpdesk troubleshooting to 24/7 critical cover.

## Call routing agnostic

Clarify integration with the Microsoft Graph API allows it to capture every type of call, so it doesn't matter if you're on a Microsoft Calling Plan, use Direct Routing, or have a Teams Contact Center solution; Clarify records it all.

## Microsoft integrations

The Clarify API allows you to integrate other Microsoft Teams solutions for improved workflow and business performance. Add AI speech analytics for greater insight into trends, sentiment and behavior, or integrate Clarify with Teams Contact Center solutions to capture all Teams activity.

## Hybrid solutions: Recording for Teams + other telephony

Different organizations have different communications infrastructures. Clarify is ideal if you use Teams for all your communications and want a solution that's just as straightforward.

But if you're one of the many businesses who still value their traditional phone system, or you simply need a Teams recorder to complement your inbuilt Contact Center recording solution, then we can guide you through your options.



## Oak Innovation: Supporting organizations across the globe since 1986

Oak are market leaders in the capture and processing of communications for compliance and training. We bring 35 + years of experience to the Unified Communications space, with our recording and archiving solutions designed for platforms including Microsoft Teams.

We work with both reseller vendors and customers who need to record their calls to satisfy compliance, improve performance and ensure best practice. Where native recording options often fall short, we make sure you tick all the boxes.

For more information, visit our website, speak to one of our approved reseller partners, or contact our experienced Sales Team today.



**oak**   
capture • communicate • comply

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