



Interaction Insights Recording Services

Next-gen, enterprise-grade Teams call recording delivered securely from the cloud

Powerful compliance recording and retrieval with flexible storage options

AudioCodes Interaction Insights is a next-generation, cloud-based SaaS solution for recording calls in Microsoft Teams environments. Ideal for use cases such as regulatory compliance, quality assurance and malicious call handling, Interaction Insights is simple to deploy and manage. Delivered as a service from the AudioCodes Live Platform, Interaction Recording's ease of use and cost-effective pricing plans make it suitable for a broad range of industries including finance, government, healthcare and energy.

Interaction Insights Recording Use Cases



Compliance



Quality Assurance



Malicious Call Handling



Convenience Recording

Get the Most from Your Interaction Recordings

Interaction Insights is an intelligent, cloud-based recording solution for all Microsoft Teams voice interactions. Designed for maximum deployment flexibility and scalability, the service makes it easy for companies to capture all interactions, index and tag recordings and retrieve and analyze them effortlessly.

Suitable for a range of industries



Financial



Government



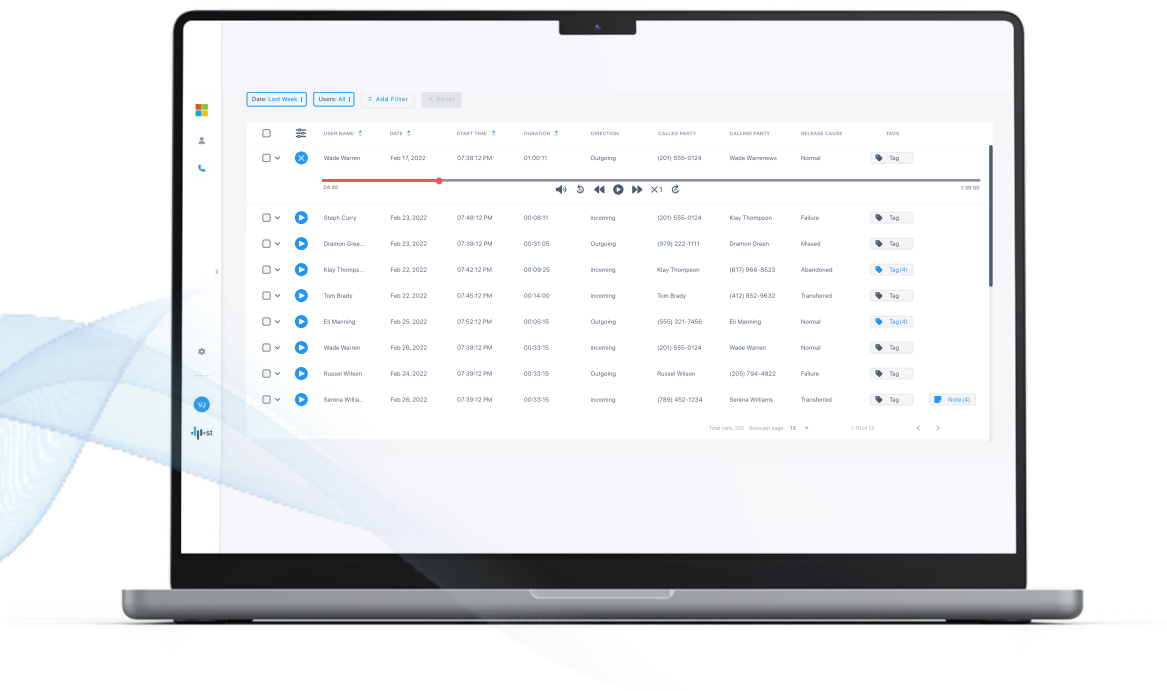
Healthcare



Energy

Easy to operate and maintain compliance

Thanks to its user-friendly and intuitive management interface, Interaction Insights is simple to operate while maintaining strict security and data access standards. Extensive role-based permissions and access control ensure that recorded data is only accessible to authorized personnel. The service provides customers with features assisting them to achieve compliance with regulations such as MiFID II, GDPR, PCI DSS, HIPAA and E-Discovery.



Flexible Pricing Models to Suit Your Needs

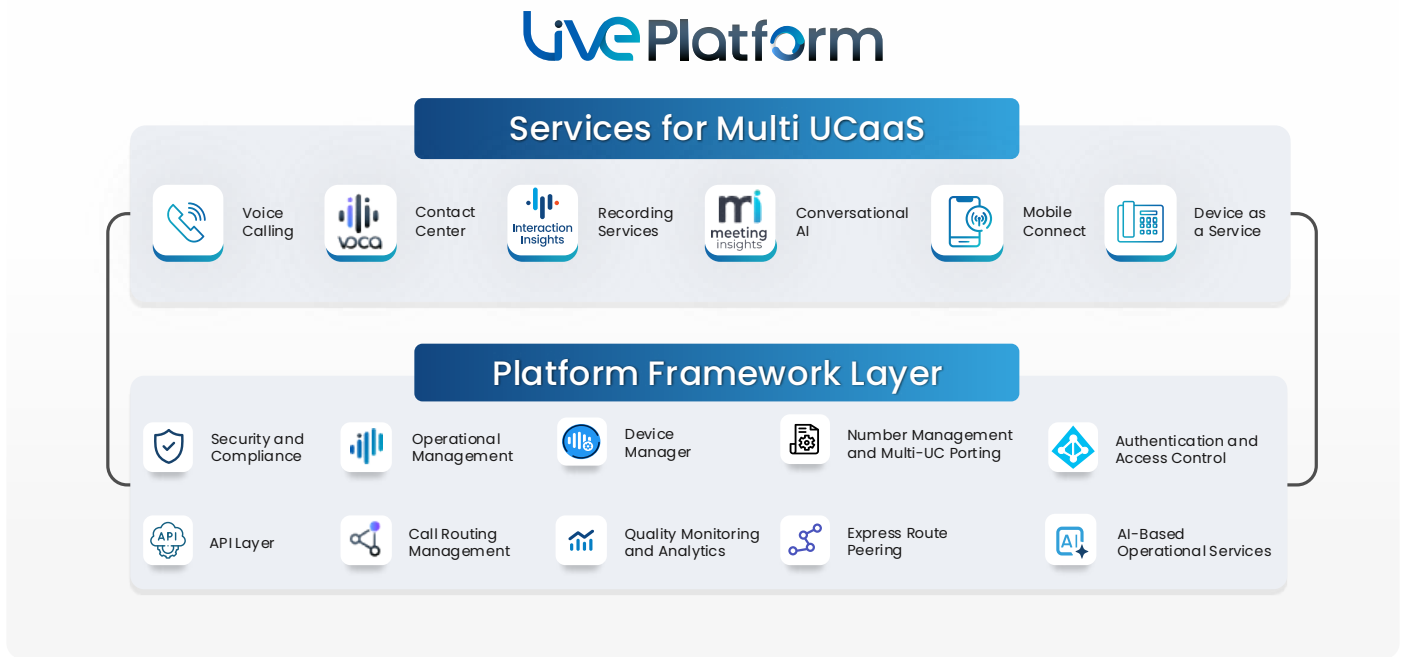
	Essentials	Pro
Recording of all voice interactions	✓	✓
Hosted in AudioCodes secure cloud	✓	✓
Retention	Up to 24 months*	Unlimited
Double recording for high availability	-	✓
Separate storage and database	✓	✓
Bring Your Own Storage (Optional)	✓	✓
Geo-redundancy & disaster recovery	-	✓

* Unlimited retention available at additional cost

Delivered from Our Secure, Reliable SaaS Live Platform

AudioCodes Interaction Insights is provided via our cloud-based, SaaS Live Platform service delivery infrastructure that allows partners to offer the service, along with a range of essential calling and contact center services, simultaneously to hundreds of customers securely and reliably.

Live Platform offers rapid onboarding of new customers, flexible reporting, strict security mechanisms and high service availability. Each customer gets their own separate storage and database, with the option of regional data localization to meet compliance requirements. Customers can also bring their own storage (“bring your own blob”) from their Azure subscription for their media files.



Key Features

- Simple and intuitive web-based user interface and embedded Teams app
- Role/permission-based access control
- Full time recording
- Flexible retention policies (recording live-time)
- Encryption at rest and transit
- User single sign on
- Call-tagging & noting, add user-definable tags to call metadata
- Audit trail – logging of all user activities
- Flexible media storage locations
- Export call records and audit trail reports
- AAD mapping / authentication

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