

SmartTAP

Skype for Business

Microsoft Teams

360° capturing of on-prem and cloud PBX interactions

Microsoft certified solution

Enterprise-class architecture

Recording tagging and analytics

## All-in-one Compliance Recording Solution for Microsoft UC

AudioCodes **SmartTAP 360° for Microsoft Skype for Business and Teams Direct Routing** is a fully certified and secure enterprise interactions recording solution, enabling the capturing and indexing of customer and any other organizational interaction.

**CAPTURE ANYWHERE**

Supports internal, external, mobile interactions, and interactions with remote and federated users

**Built for Microsoft UC**

Fully certified for Skype for Business and records Teams Direct Routing

**RECORD EVERYTHING**

Full 360° capturing of enterprise voice, video and IM interactions



“AudioCodes SmartTAP ticked all boxes for a Microsoft-compatible recording solution. Interaction recording is completely seamless with no need for user intervention. The success and ease of installation have given us the confidence to continue rolling out SmartTAP across all of our global offices.”

**Ian Burgess**, Head of Global Infrastructure at Gazprom

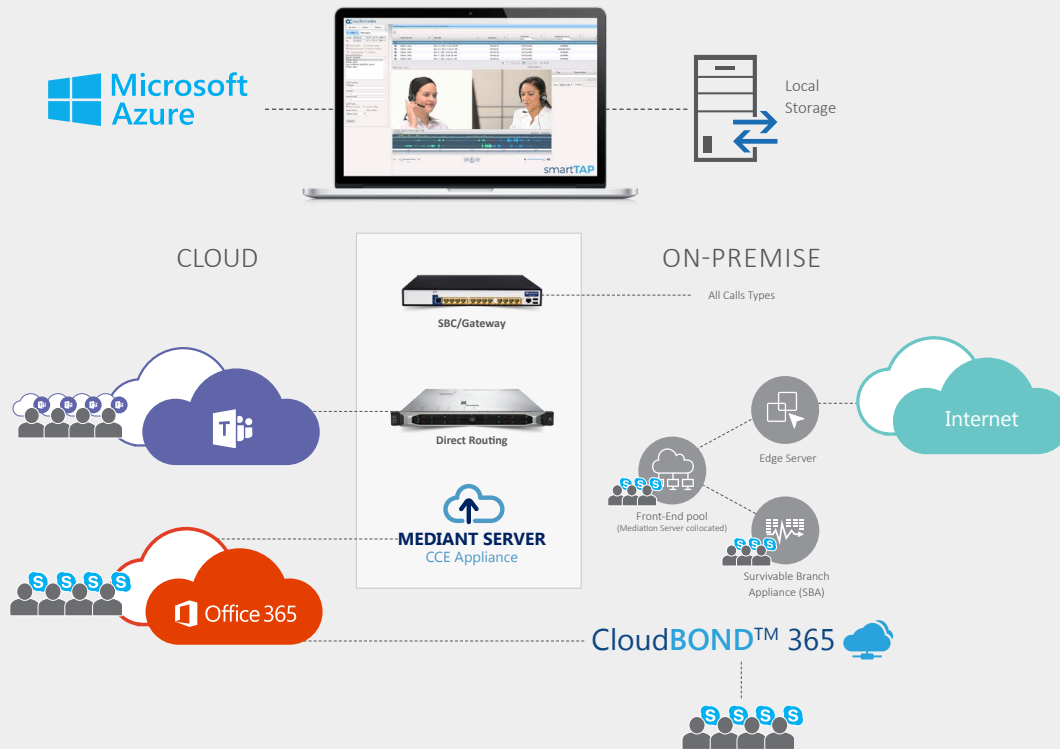
### SmartTAP supported compliancy regulations



# Seamless Microsoft Connectivity and Integration

- Supported by the AudioCodes voice expertise
- Deploy and integrate SmartTAP with your Skype for Business or Teams Direct Routing environment in next to no time
- Registered enterprise user interactions with internal, external, remote and federated entities fully recorded under any call scenario
- Connect to Front End, Edge, Conference and Mediation Servers and others using the SmartTAP media proxy
- On-premises or cloud-based interaction storage

## SmartTAP Interactions Flow and Recording



## Advanced Key Compliancy Recording Features



### Pause/Resume

for real-time PCI compliance recording



### Save-on-demand

and Integrated announcement server with opt-out capability



### REST API for CRM

or other 3rd-party platform connectivity

AudioCodes Ltd. (NasdaqGS: AUDC) is a leading vendor of advanced voice networking and media processing solutions for the digital workplace. With a commitment to the human voice deeply embedded in its DNA, AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers and hosted business services. AudioCodes' wide range of innovative products, solutions and services are used by large multinational enterprises and leading tier one operators worldwide.

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Ref # LTRM-20068 09/18 V.11

