



# Interaction Insights Recording Services

## Enterprise-Grade Interaction Recording and Analytics Delivered Securely from the Cloud

### Powerful Compliance Recording with Flexible Storage Options

AudioCodes Interaction Insights is a next-generation, enterprise-grade interaction recording solution for Microsoft Teams and other unified communications environments, securely hosted in the cloud. With Interaction Insights, you can record **voice calls, video conferences, instant message conversations and screen-sharing sessions** with powerful compliance features, flexible storage options and AI-powered analytics.

### 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 interactions – voice, video, instant messaging and screen sharing. 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, using generative AI to extract actionable insights and improve business outcomes. The solution works seamlessly with leading UCaaS platforms (including Microsoft Teams and Cisco Webex), as well as with legacy PBXs (via SIPREC).

### Suitable for a Range of Industries



Financial



Government



Healthcare



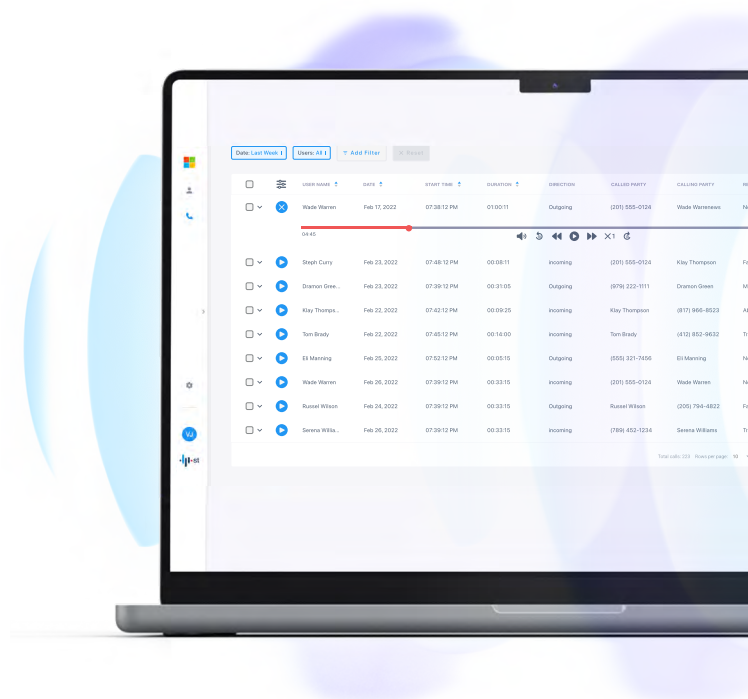
Energy

## 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.

## AI Analytics That Unlock The Value of Every Interaction

Interaction Insights' AI analytics elevate call recordings into actionable compliance and quality intelligence at scale. Using the analytics, organizations can automatically uncover business-critical insights including compliance valuation, identifying regulatory risks, scoring agent performance, assessing service quality and highlighting key moments in calls for training and coaching purposes.



## Flexible Pricing Models to Suit Your Needs

	Essential	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	✓	✓
Geo-redundancy & disaster recovery	–	✓

### Recording Add-Ons\*\*

Video and screen-sharing sessions	✓	✓
Instant messaging conversations	✓	✓

\* Unlimited retention available at additional cost

\*\*Recording add-ons available at additional cost

## Key Features



Simple and intuitive web-based user interface and embedded Teams app



Audit trail – logging of all user activities



Flexible retention policies (recording live-time)



AAD mapping / authentication



Call-tagging & noting, add user-definable tags to call metadata



Full time recording



Export call records and audit trail reports



User single sign on



Role/permission-based access control



Flexible media storage locations



Encryption at rest and transit



SIPREC support for other UCaaS and PBX platforms



Generative AI analytics



Automatic call transcription

## Enterprise-Grade Security Standards

**Compliance:** CPRA, CCPA, GDPR

**Validation:** Microsoft Azure SSO

**Certifications:** ISO 27001, ISO 27032, SOC 2 Type II

**Encryption:** 256-bit AES at rest, 256-bit SSL/TLS in motion

**Development:** OWASP security guidelines

**Try Interaction Insights for yourself with  
our free 30-day POC trial.**

**START YOUR TRIAL**

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