

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



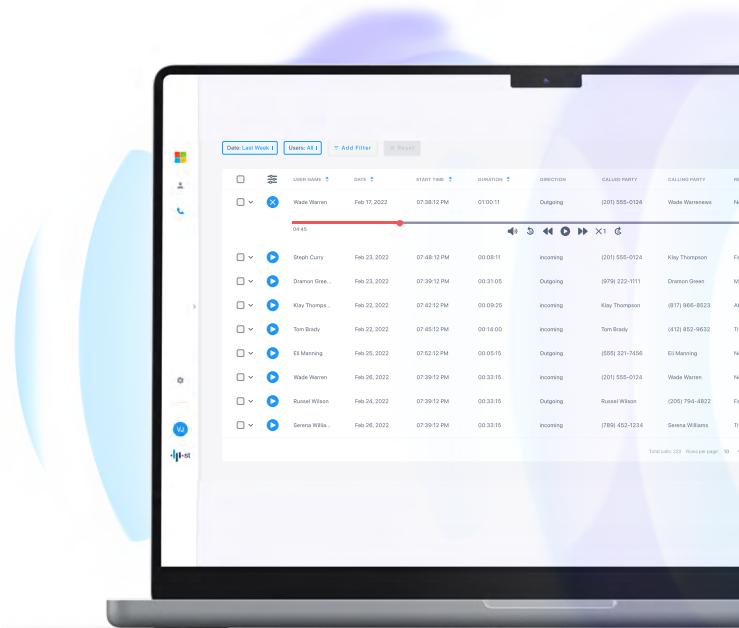
Energy

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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