



# SmartTAP 360<sup>0</sup> Live for Microsoft Teams

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# 360° Enterprise Interactions Recording & Capturing



- **Record Everything** - Full 360° enterprise interactions capturing of voice, video, desktop sharing and IMs
- **Capture Anywhere** - Supports internal, external, mobile interactions, and interactions with remote & federated users
- **Built for Microsoft UC and More** - Fully certified for Skype for Business and now for Microsoft Teams
- **Legacy Recording via SIPREC**



# Compliance & Recording Solution Drivers



## Compliance Recording

Meet corporate and government regulations and business requirements

Minimize legal exposure and reduce related regulatory costs



## Quality Recording

Drive agent efficiency and increase customer satisfaction

Optimize multi-channel service deliver and improve revenues

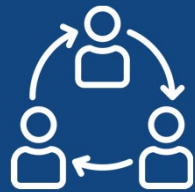


## Malicious Call Recording

Align with corporate driven security standards and enterprise requirements

Reduce exposure to fraud and minimize financial exposure

# Compliance & Recording Solution Drivers



## Convenient Recording

Boost team collaboration with easy and automatic recording of meetings and user sessions

Integrate with external applications using the SmartTAP 360° Live API



## AI Ready

Collect voice communication data for later-stage AI or Speech Analytics applications

Enhance productivity with actionable insights resulting from everyday communications

## SmartTAP 360° Live – Recording-Related ROI Examples



- Following legal compliance obligations
- Reducing liability/dispute handling
- Saving time and effort by using recordings instead of written documents for evidence
- Increasing customer satisfaction/net promotor score (NPS)
- Improving first call resolutions
- Improving user efficiency/effectiveness
- Increasing up-selling/cross-selling
- Improving training:
  - Creating training assignments tailored to each user's specific needs
  - Increasing the effectiveness of the coaching process
- Increasing user retention



## Government & Education



### Public School Districts

- Parent/teacher calls
- Security threats

### Private Schools & Universities

- Campus security
- Fundraising

### Municipalities

- Security threats
- Community awareness

## Healthcare



### Hospital Departments

- HIPAA compliance
- Nurse/patient inquiry
- Doctor/nurse

### Physicians' Offices

### Long-Term Care Facilities

### Security/Back Office

### Claims

### Scheduling

## Financial & Insurance



### Compliance

- Dodd Frank regulations
- FSA

### Liability

- Funds transfer
- Brokerage functions
- Claims

### Back Office

- Help desks
- HR
- Internal

## Energy & Utilities



### Energy Traders

- Brokers and traders

### Dispatch

- Compliance and emergency services

### In-Field Communications

- Work crews
- Radio communications

### Threat Protection

### Customer Service

### Collections

# Advanced Key Compliance Features



Manual pause/resume for real-time PCI Compliance recording

Automatic recording notifications for compliance with regulations

Dedicated deletion & retention policies with local (national) storage capabilities for GDPR Compliance

Select call types you are obligated to record (PSTN, federation, queues, all) Audit trail

# SmartTAP is Powerful & Easy to Use



Search  
Calling Party  
Called Party  
Answering Party  
Call Tag & Value  
Save Searches

The screenshot shows the SmartTAP 360 interface. At the top, there's a navigation bar with 'audiocodes smartTAP360' and user information. Below it, there are tabs for 'Calls' and 'Messages'. A search criteria panel on the left allows filtering by dates and user/device status. The main area displays a call log table with columns: Name, Start Time, Duration, Direction, Release Cause, Tags, Media Type, and Media Status. A purple arrow points to a 'Select column' button above the table. A 'Call Tags' dialog box is open, showing 'Available Columns' and 'Selected Columns'. The 'Available Columns' list includes: Answering Party, Conversation ID, Media Status Reason, Answer Time, Trigger Time, Dialed Digits, and Recording Type. The 'Selected Columns' list includes: User/Device, Release Cause, Start Time, Duration, Direction, and Media Type. At the bottom of the dialog, there's a 'Tag' dropdown set to 'Account number' and a 'Value' input field with 'AC-' followed by a blank space. A green 'SUBMIT' button is next to it. The background shows a list of call records with green checkmarks in the 'Media Status' column.

Search  
Play  
Download  
Email  
Add Tags  
etc...



# Smart TAP 360 Live – Call type based recording



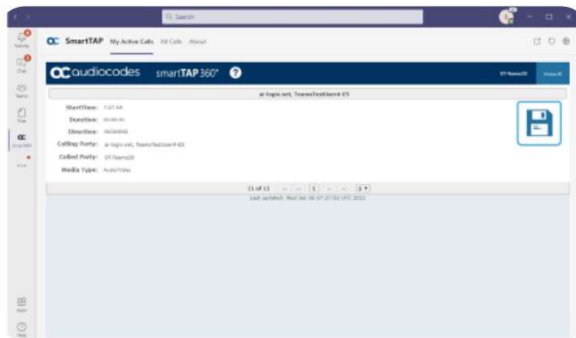
- Apply recordings according to your needs
- Select call types to record (PSTN, federation, queues, all)
- Better storage utilization

The screenshot displays the configuration page for a recording profile. At the top, the 'Recording Profile Name' is set to 'Queue and PSTN direct calls' and the 'Recording Profile Description' is empty. Below this, the 'Call' section includes a dropdown for 'Recording Type' with options: Full Time (selected), Record On Demand, Save On Demand, and None. There are also checkboxes for 'Video', 'Desktop Sha...', and 'Pause or Res...'. The 'Call type' section, applicable for MSFT Teams, Skype for Business, and Lync A/V Recording, features checkboxes for 'All', 'Internal', 'PSTN', and 'Federated'. Under 'Internal', 'Incoming' and 'Outgoing' are unchecked. Under 'PSTN', 'Inbound' and 'Outbound' are checked. Under 'Federated', 'Inbound' and 'Outbound' are unchecked. There is also a checkbox for 'Calls with Internal Conferences' which is unchecked, and a checked checkbox for 'Teams Queue Calls (transfer mode)\*' with an adjacent text input field for 'Call Queues Instance Ids:'. A note below states: '\* Applicable for MSFT Teams only. Refer to the administrator guide for how to retrieve ids of call queues'. At the bottom, there are filter options for 'Filter Calls User Receives' and 'Filter Calls User Makes', each with a 'List Type' dropdown set to 'Block', a 'Numbers' input field, and a 'Regular Expression' input field. A final note at the bottom reads: '\* The Filter Calls options are limited to PSTN calls in MSFT Teams'.

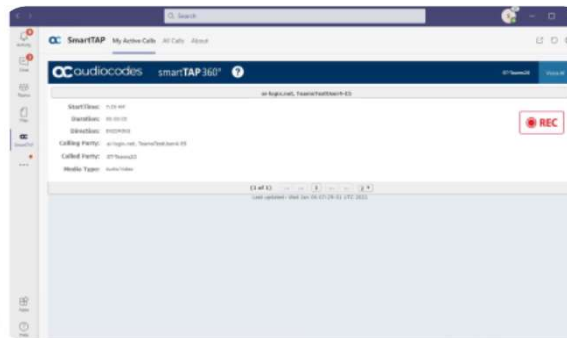
# Smart TAP 360 Live - Teams app



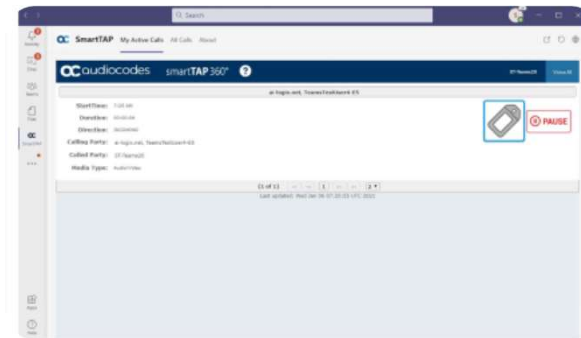
## SAVE ON DEMAND



## RECORD ON DEMAND



## PAUSE



SmartTAP My Active Calls All Calls About


audiocodes smartTAP 360° ? ST-Teams20 Voice.AI

ai-logix.net, TeamsTestUser4-E5

**StartTime:** 7:27 AM  
**Duration:** 00:00:01  
**Direction:** INCOMING  
**Calling Party:** ai-logix.net, TeamsTestUser4-E5  
**Called Party:** ST-Teams20  
**Media Type:** Audio/Video

(1 of 1) 1 2

Last updated: Wed Jan 06 07:27:52 UTC 2021



SmartTAP My Active Calls All Calls About

audiocodes smartTAP 360° ST-Teams20 Voice AI

ai-logix.net, TeamsTestUser4-E5

**StartTime:** 7:29 AM  
**Duration:** 00:00:05  
**Direction:** INCOMING  
**Calling Party:** ai-logix.net, TeamsTestUser4-E5  
**Called Party:** ST-Teams20  
**Media Type:** Audio/Video

REC

(1 of 1) 1 2

Last updated: Wed Jan 06 07:29:31 UTC 2021

Activity Chat Teams Files SmartTAP Apps Help

SmartTAP My Active Calls All Calls About


audiocodes smartTAP 360° ST-Teams20 Voice AI

ai-logix.net, TeamsTestUser4-E5

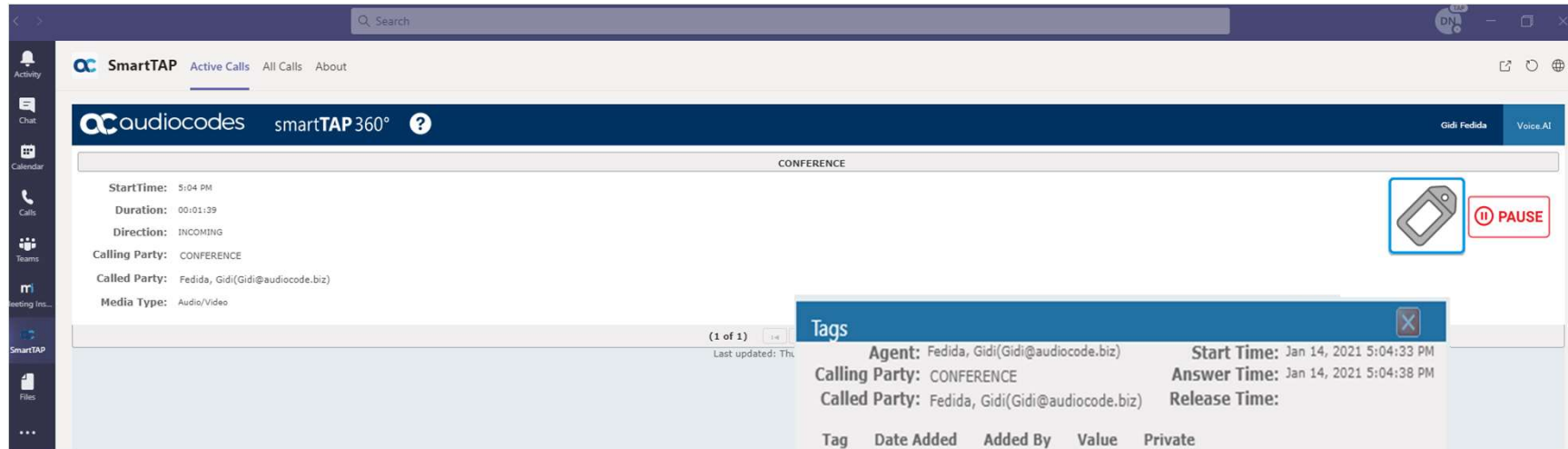
**StartTime:** 7:25 AM  
**Duration:** 00:00:04  
**Direction:** INCOMING  
**Calling Party:** ai-logix.net, TeamsTestUser4-E5  
**Called Party:** ST-Teams20  
**Media Type:** Audio/Video

(1 of 1) 1 2

Last updated: Wed Jan 06 07:25:55 UTC 2021



# User Skin for TEAMS (Record on Demand Users)



1. Start the Recording
2. Pause Recording or Add Tag
3. Select Tag Type and Enter Value

## When Agility meets ease of use

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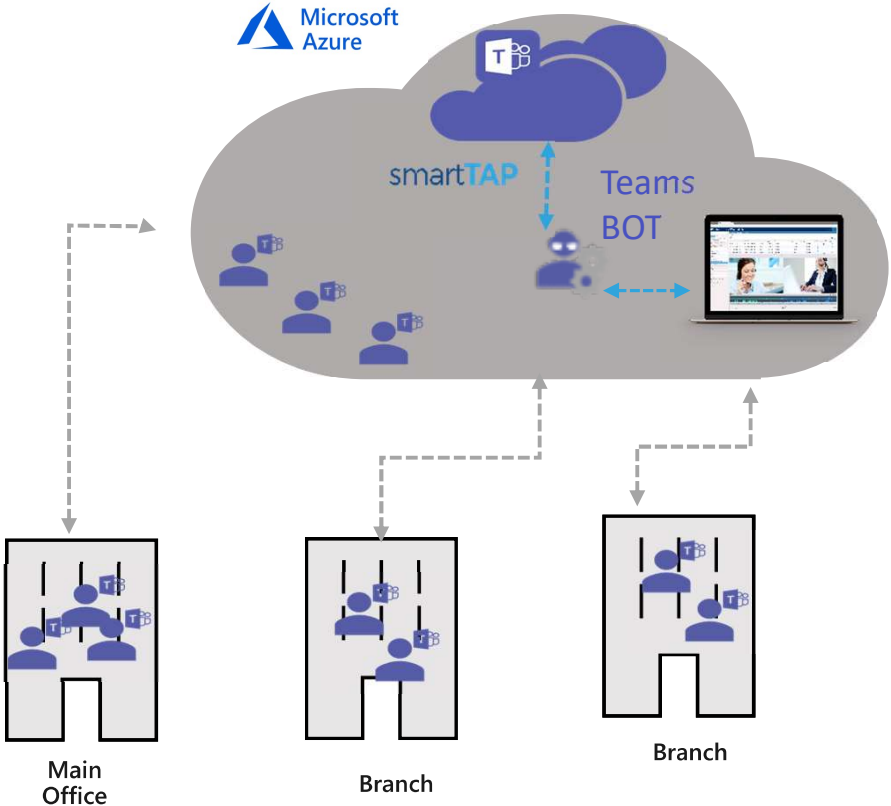
HYBRID

CUSTOMER  
AZURE



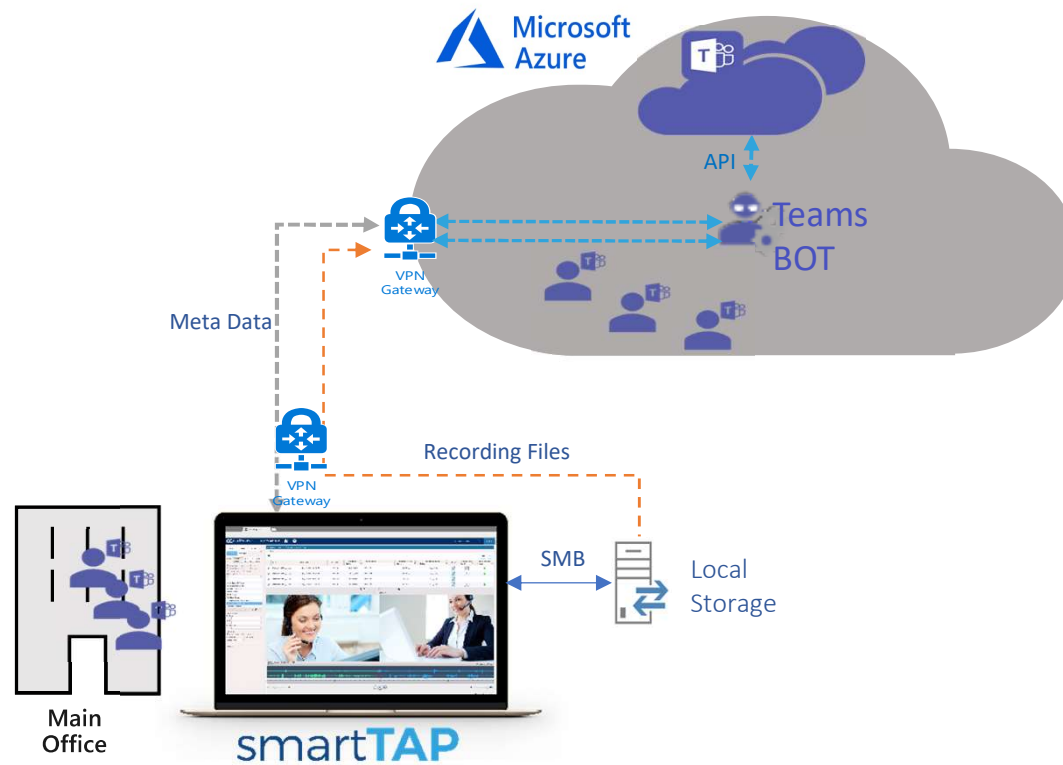
AUDIOCODES  
AZURE

# Typical Deployment Scenarios for Teams – Cloud First





# Typical Deployment Scenarios for Teams – On-premise



- Data security at **Rest**

- SmartTAP data at rest is inactive data that is stored physically in digital form such as call records and media. It is stored encrypted utilizing:

- Disks encryption
    - Storage encryption
    - Application-level encryption of the media



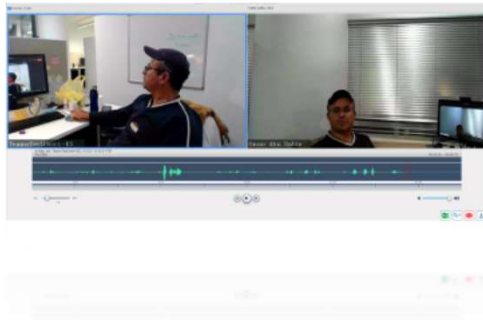
- Data Security in **Transit**

- SmartTAP's data in transit is data flowing through the communications network between the various system elements. SmartTAP's data in transit is encrypted using TLS/SRTP

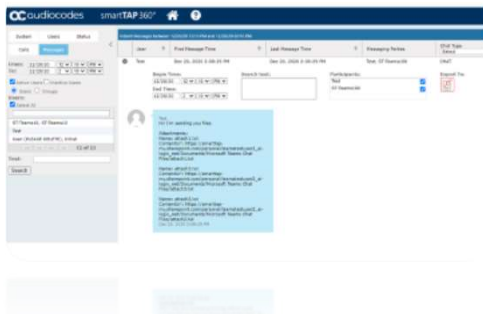
# Modalities



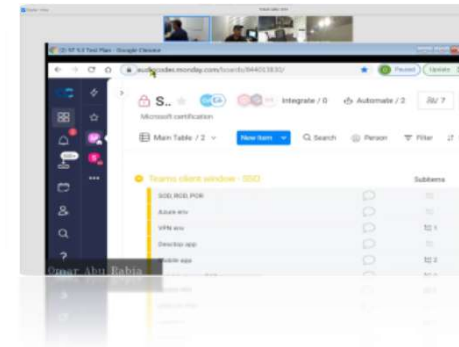
## PEER-TO-PEER VIDEO CALL



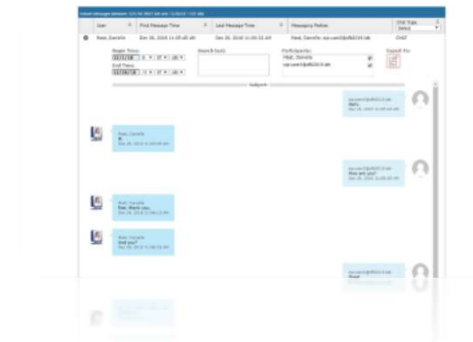
## TEAMS CHAT RECORDINGS – ATTACHMENTS, FILE TRANSFERS



## VIDEO CONFERENCE WITH SCREEN SHARING (UP TO 4 PRESENTED)

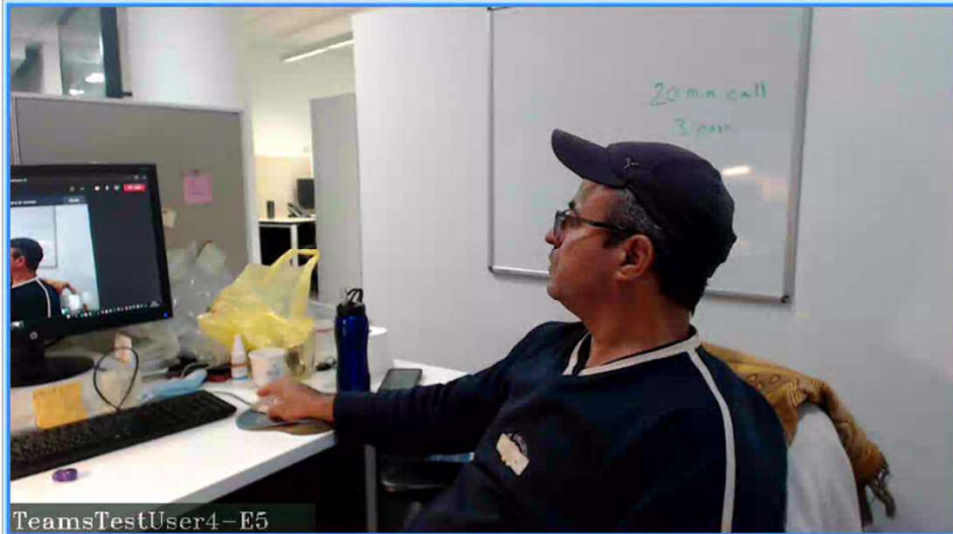


## TEAMS CHAT RECORDINGS – SNAPSHOT



Display Video

Total calls: 232

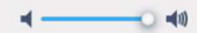


al-logix.net, TeamsTestUser4-E5 1/13/21 11:34:01 PM  
PAUSED

00:00:29 | 00:00:33



0.2 1.0 5.0



Display Video

Total calls: 232



(2) ST 5.3 Test Plan - Google Chrome

audiocodes.monday.com/boards/844013830/

A vertical sidebar navigation menu for Monday.com. It contains several icons: a blue infinity symbol, a lightning bolt, a grid, a star, a bell with a red '2' notification, a pink 'M' with a house icon, a pink 'S' with a lock icon, a folder icon with '500+', a calendar icon, a plus icon, a magnifying glass, and a question mark.

S.. Integrate / 0 Automate / 2 / 7

Microsoft certification

Main Table / 2 New Item Search Person Filter Sort

**Teams client window - SSO**

		Subitems
SOD, ROD, POR		
Azure env		
VPN env		1
Desktop app		
Mobile app		2

Omar Abu Rabia

System Users Status

Calls Messages

From: 12/20/20 12 10 PM  
 To: 12/20/20 2 10 PM

Active Users  Inactive Users  
 Users  Groups

Users:  
 Select All

ST-Teams10, ST-Teams10  
 Test  
 User (PLEASE DELETE), Initial

(1 of 1)

Text:

Search

Instant Messages between 12/20/20 12:10 PM and 12/20/20 02:10 PM

User	First Message Time	Last Message Time	Messaging Parties	Chat Type
Test	Dec 20, 2020 2:08:29 PM	Dec 20, 2020 2:08:29 PM	Test; ST-Teams100	CHAT

Begin Time: 12/20/20 12 10 PM  
 End Time: 12/20/20 2 10 PM

Search text:

Participants: Test   
 ST-Teams100

Export To:

Test

Hi! I'm sending you files.

Attachments:  
 Name: attach1.txt  
 ContentUrl: https://smarttap-my.sharepoint.com/personal/teamstestuser2\_ailogix\_net/Documents/Microsoft Teams Chat Files/attach1.txt

Name: attach3.txt  
 ContentUrl: https://smarttap-my.sharepoint.com/personal/teamstestuser2\_ailogix\_net/Documents/Microsoft Teams Chat Files/attach3.txt

Name: attach2.txt  
 ContentUrl: https://smarttap-my.sharepoint.com/personal/teamstestuser2\_ailogix\_net/Documents/Microsoft Teams Chat Files/attach2.txt

Dec 20, 2020 2:08:29 PM

Instant Messages between 12/1/18 09:07 AM and 12/26/18 11:07 AM

User	First Message Time	Last Message Time	Messaging Parties	Chat Type
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Mast, Danielle Dec 26, 2018 11:05:45 AM Dec 26, 2018 11:06:32 AM Mast, Danielle; sip:user2@sfb2019.lab CHAT

Begin Time:  
12/1/18 9 07 AM  
End Time:  
12/26/18 11 07 AM

Search text:

Participants:  
Mast, Danielle   
sip:user2@sfb2019.lab

Export To:

Subject:

- sip:user2@sfb2019.lab  
Hello  
Dec 26, 2018 11:05:45 AM
- Mast, Danielle  
Hi  
Dec 26, 2018 11:05:49 AM
- sip:user2@sfb2019.lab  
How are you?  
Dec 26, 2018 11:05:55 AM
- Mast, Danielle  
fine, thank you.  
Dec 26, 2018 11:06:13 AM
- Mast, Danielle  
And you?  
Dec 26, 2018 11:06:18 AM
- sip:user2@sfb2019.lab  
Great

## SmartTAP 360° Live Analytics



Comprehensive analytics layer based on cloud cognitive services allowing enterprises to base business decisions on real-time KPIs using:

- Full call transcription
- Search in transcription
- Rest API – add transcription to org Business Intelligent systems
- Sentiment analysis
- Automatic categorization (based on predefined words)





# Category Analytics & Sentiment Example



The screenshot shows the SmartTAP: Calls interface. On the left, there are controls for Tag Name, Tag Value, Analytics Categories, Analytics Sentiment (Positive % and Negative %), and SysCall ID. A search bar is present with a 'Search' button. Below the search bar, a 'Saved Searches' section shows 'No records found.' with navigation buttons and '(1 of 1)'. The main area displays a transcript with a search bar and sentiment filters (Positive, Negative, Neutral, Auto-scroll). Categories are listed at the top: malicious (3), paperless campaign (4), No mention of Recording (0), Apologize (1), Refund (2), and Competitor Mention (1). The transcript text is as follows:

- 00:00.560 [Positive] Hi we'd like to offer you **paperless** **billing**, where if you are willing to switch over we will give you **five** **percent** off of your next bill.
- 00:15.660 [Negative] I'm so **sorry** about your recent experience sir, let me see how I can help you.
- 00:25.120 [Negative] I'd like to **return** this product.
- 00:32.170 [Negative] It has been off and on from the very start.
- 00:38.430 [Negative] So your product isn't working and you'd like me to establish a **refund** for you?
- 00:45.760 [Negative] I may switch over to **verizon** if i keep having these issues with you guys.
- 00:55.980 [Negative] I will **complaint** to the **police** if you keep **threatening** me.

At the bottom right, a progress bar shows 00:00:00 | 00:01:02. The Windows taskbar at the bottom shows the system tray with 90°F Mostly su..., 4:35 PM, and various icons.

# Analytics (more)



- Analytics (for Teams call recording)

- Categorization based on rules:

- Word matches
- Words not spoken

- Categorization by email reports

- Sentiment analysis within call (analysis performed on the text):

- Positive, negative and neutral scoring
- % of each sentiment Applied Per Call
- Must have Transcription enabled

- Analytics default codec STT:

- 16K is default codec for higher quality, but the customer can change it to 8K
- Calls analyzed will remain in 16K codec while in storage (no compression in 5.6)

Release Cause	Analytics Profile	Analytics Categories	Analytics Sentiment		
Select					
NORMAL	analytics11	cat2(4), cat1(3)	20%	30%	40%
1 (1 of 1)					

# AudioCodes Live Commercial Model

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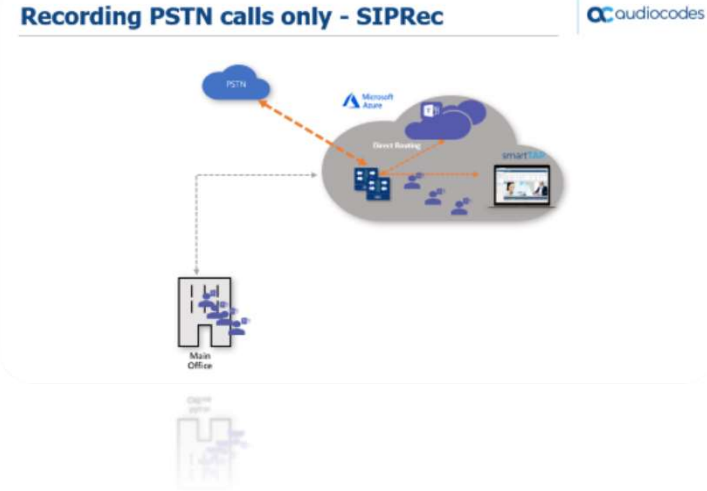
- Recording as a Service or as a Managed Service
- Hosted in Customer / Audiocodes AZURE or Hybrid
- Simple PUPM pricing :
  - [Active/Active Option](#)
- Proactive 24/7 Support
  - [Proactive monitoring by AudioCodes NOC](#)
  - [Periodic Reporting](#)
  - [Software Upgrade Service](#)
  - [Restore Service](#)



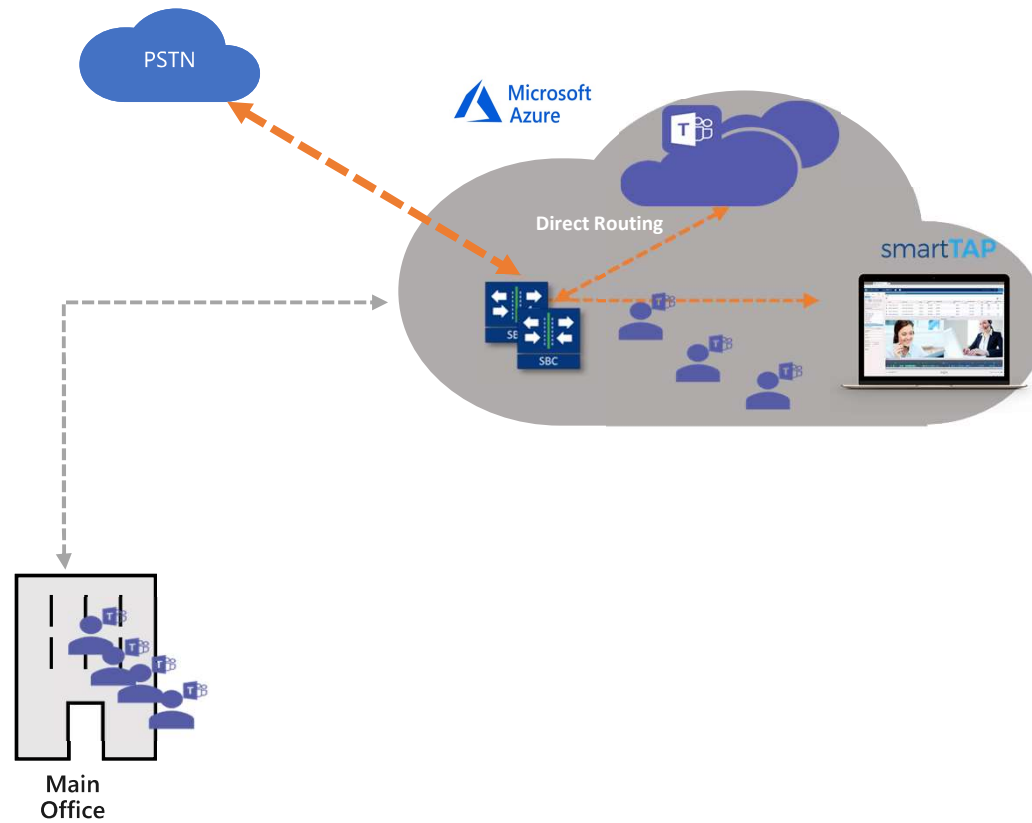
# Recording as a service for any environment



Voice recording for any environment in any deployment model using any commercial model



# Recording PSTN calls only - SIPRec



# smartTAP 360° AROUND THE WORLD



The Audiocodes logo features a stylized 'ac' monogram in dark blue, followed by the word 'audiocodes' in a dark blue, sans-serif font. The background consists of several overlapping, wavy, light blue shapes that create a sense of motion and depth.

ac audiocodes

Thank You!