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SmartTAP 360° Live Enterprise Interactions Recording & Capturing Solution

Compliance, Quality Monitoring and Malicious Call Recording For Microsoft Teams

AudioCodes SmartTAP 360° Live for Microsoft Teams is an intelligent, cloud-based, Microsoft-certified enterprise recording solution for all voice, video, desktop sharing and instant messaging (IM) interactions. Designed for maximum deployment flexibility and scalability, SmartTAP 360° Live makes it easy for companies to capture and index all types of internal and customer communications automatically and effortlessly.



CAPTURE ANYWHERE

Supports internal, external and mobile interactions from both remote and federated users



RECORD EVERYTHING

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



POWERFUL ANALYTICS

Harness interactions recording data for valuable business insights



SIMPLIFIED MANAGEMENT

Offers cloud, hybrid and on-premise deployments with flexible management options

Advanced Key Compliance Feature Highlights



Automatic recording
notifications for compliance with regulations



Roles and permissions-based
access controls



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



Audit trail of user activities, **digital signatures** and **encrypted media**

SmartTAP 360° Live Features at a Glance

| | |
|---|---|
| • Simple and intuitive web-based user interface | • Digitally signed recording downloads |
| • Role and permission-based access control | • LDAP/AAD user mapping and auto targeting |
| • Full time, record or save on-demand | • Any deployment model via Azure or on-premises |
| • Pause and resume of recordings | • Flexible media and multi-country storage locations either on-prem or in the cloud |
| • Audio, video, IM and desktop sharing recording | • Audit trail with logging of all user activities |
| • Flexible retention policies (recording live-time) | • Export of call records and audit trail reports |
| • Media encryption and compression | • Call media exporter |
| • Live monitoring of agents' calls | • Quality management with agent scoring and customizable evaluation forms |
| • Call tagging – add user definable tags to call metadata | • RESTful web services API for CRM or other third-party integration |
| • Legal hold of agent recordings | • Scalability and redundancy |
| • Recording health monitoring | • Media status flagging |
| • Security encryption via HTTPS/TLS/RTP | • 24/7 proactive monitoring and software support |

Compliance Regulations Supported by SmartTAP 360°



AudioCodes Ltd. (NASDAQ, TASE: AUDC) is a leading vendor of advanced communications software, products and productivity solutions for the digital workplace. AudioCodes enables enterprises and service providers to build and operate all-IP voice networks for unified communications, contact centers, and hosted business services. AudioCodes offers a broad range of innovative products, solutions and services that are used by large multi-national enterprises and leading tier-1 operators around the world.

International Headquarters
1 Hayarden Street,
Airport City
Lod 7019900, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.
200 Cottontail Lane, Suite A101E,
NJ 08873 Tel:+1-732-469-0880
Fax:+1-732-469-2298

Contact us: www.audiocodes.com/contact
Website: www.audiocodes.com

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