oak
capture • communicate • comply

clarify®go

for Microsoft Teams

Audio, video and screen recording
for compliance in banking and financial services

Solution certified for
Microsoft Teams

Capture
Compliance
Archiving
Security
Risk management

Never miss a word.

Your No. 1 Priority

In the world of finance, security and customer confidence are paramount.

That's why recording your organization's calls is a must, in line with regulations such as FCA, ESMA, MiFID II and Dodd-Frank.

ClarifyGo is a Microsoft-certified call recording platform that captures audio, video and screen-sharing in your Teams calls and meetings. Each recording is encrypted and stored securely in line with policies, with controlled access to minimize risk.

From custom recording rules and retention periods to secure file-sharing and speech analytics, ClarifyGo works tirelessly in the background to support compliance and improve the way you work.

Certified by Microsoft

ClarifyGo is certified under the Compliance Recording for Microsoft Teams programme. Not only does ClarifyGo use Microsoft's Call Recording Graph API for seamless integration with Teams, it has also passed rigorous security penetration tests and verification.

So, you can be assured that you are getting the high quality, compatibility and reliability you have come to expect from Microsoft.

Solution certified for
Microsoft Teams

Capture and keep everything you need...

ClarifyGo is designed with the requirements of banking and the financial trade in mind, starting with bespoke capture and storage capabilities.

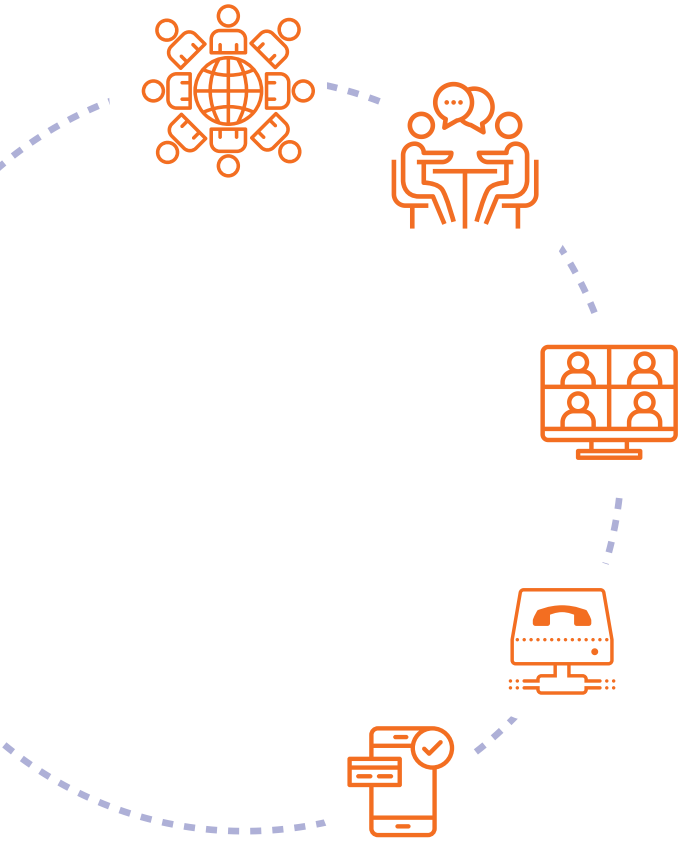
It can record every type of call and meeting in Teams, thanks to integration with the Microsoft Graph Call Recording API. So, when it comes to supporting regulatory compliance, nothing is missed.

Every recording is stored securely according to need, for reference, analysis and evidence.

Capture every call

ClarifyGo captures the widest possible range of audio, video and screen-sharing in Teams: internal, external, Teams-to-Teams, PSTN, mobile and meetings.

Each recording is time-stamped and encrypted in line with regulations, to prevent tampering and provide credible legal evidence.



Search recordings quickly

Search and group recordings by options including date, time, duration, direction and customer phone number.

Layer in Speech Analytics to scan for specific keywords in a group of calls, such as a product name or payment method, to ensure compliance procedures are being followed.

Fully managed SaaS recording

ClarifyGo is a completely cloud-based service managed by Oak Innovation so you don't have to. With minimal onboarding involved, you can be up and running in no time. Recording data is securely stored in Microsoft Azure, either by Oak Innovation or in your own private instance.

… For as long as you need it.

Satisfy regulatory compliance

ClarifyGo lets you store all recordings related to potential and realized transactions for seven years or longer as standard, in line with regulations including Dodd-Frank, FCA and MiFID II.

Customize retention periods

Preconfigure the length of time you retain recordings by department. For areas of the business that don't handle transactions, opt for shorter retention periods to reduce the cost of storage space.

Reconstruct Trades

Sometimes, you may want to keep recordings beyond the statutory 7 years. If you need to provide an audit trail of a specific trade or keep a recording as critical evidence in an investigation, you can tag individual files to prevent deletion. These will then be locked down beyond any standard retention period and only deleted as and when you release them.

Controlled access and risk-management

ClarifyGo gives you full control over your calls, including which ones are recorded and who can access them.

It also provides critical legal evidence to protect your staff and your business from fraud and disputes.

Custom recording rules

Select which extensions, departments and customer phone numbers are recorded and which are not. Whilst any transactions must be captured, you can exclude internal lines or personal calls as needed.

Managed access

Protect sensitive information using role-based permissions to limit who can access recordings and features. If necessary, files can be shared with colleagues using time-limited, stream-only secure links. Any such user activity is tracked and reported on.

Fraud protection

Recording calls provides evidence of discussions and agreements. This deters potential fraudsters and protects your business against malpractice. In the event of any client misunderstandings, calls can be played back to qualify details and may provide critical legal evidence in court.

Coercion tracking

ClarifyQM supports performance measurement and coercion tracking to check staff are providing customers with high quality information without breaking the law.

Create Projects and Questionnaires based around compliance and service goals and apply to a select sample of calls. Monitor performance over time, learn from best practice, and crack down on misleading information.

Standing out from the crowd

Why choose ClarifyGo? Finding the right Microsoft Teams recording partner can be a challenge, especially when on paper one solution can sound much like another.

This is where ClarifyGo makes the difference:

√ Cost-effective

No set-up fee, hosting fee, support fee, or training fee.

√ Quick installation

Remote install has you up and running in under 30 minutes.

√ Fully certified by Microsoft

One of a handful of recording providers globally to have met Microsoft's rigorous standards.

√ Call Recording Graph API integration

Captures the widest range of call types, including audio, video, meetings, screen-sharing, Teams-to-Teams, PSTN, mobile.

√ Call routing agnostic

Compatible with Microsoft Call Plans, Direct Routing, Operator Connect, Contact Center etc.

√ Flexible storage

Choose from a SaaS offering in Azure or customer-owned single instance to maintain data sovereignty.

√ Fully hosted service

Deployed and managed securely in Microsoft Azure to minimise risk and upkeep inhouse.

√ ClarifyGo APIs

Available for integration with CRMs, speech analytics and contact center solutions.

√ Browser-based user interface

Search and replay recordings through any modern browser.

√ Supports storage compliance globally

Store recordings in your chosen Azure region in line with local regulations.

Oak Innovation: Supporting organizations across the globe since 1986

Solution certified for Microsoft Teams

Oak are market leaders in the capture and processing of communications for compliance and training. We bring 35 + years of experience to the Unified Communications space, with our cloud recording and archiving solutions designed for platforms including Microsoft Teams.

We work with both reseller vendors and customers who need to record their calls to satisfy compliance, improve performance and ensure best practice. Where native recording options often fall short, we make sure you tick all the boxes.

For more information, visit our website, speak to one of our approved reseller partners, or contact our experienced Sales Teams today.

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