

# clarify<sup>®</sup>go

## for Microsoft Teams

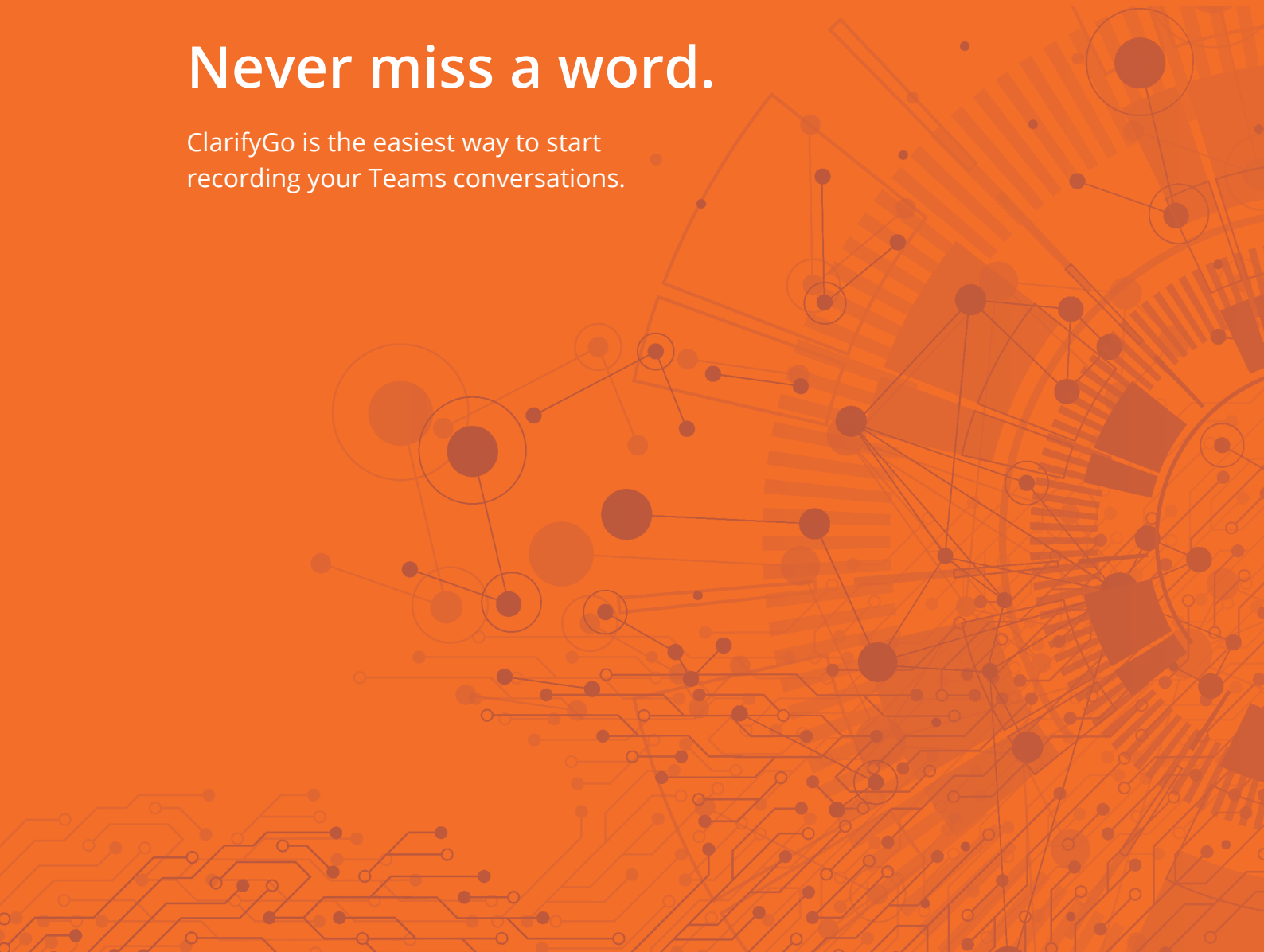
Audio, video and screen recording  
for compliance & performance improvement



# Compliance Performance Archiving Quality Training

Never miss a word.

ClarifyGo is the easiest way to start recording your Teams conversations.





## Compliance recording in the cloud

ClarifyGo for Microsoft Teams is a Microsoft-certified call recording and quality measurement solution from Oak Innovation.

Designed to meet the rigorous demands of compliance regulations, ClarifyGo also provides business intelligence to help you improve sales and service performance.

ClarifyGo captures every type of call: audio, video, screens and meetings; Teams-to-Teams; internal calls and calls to third party phone systems – all thanks to integration with the Microsoft Graph API. And because ClarifyGo taps directly off the Teams Tenant, it's call routing agnostic, so you can use the Microsoft Call Plan, Direct Routing, Contact Center, and more.

Each recording is encrypted and securely stored in Azure, where it's easy to find for reference, auditing and training purposes.


From secure file-sharing and custom recording rules to performance assessment and AI voice transcription, ClarifyGo is here to improve the way you work.

## What do you need from your Teams call recorder?

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<b>To support compliance...</b> Tick all the regulatory boxes, including PCI, MiFID II, GDPR, Dodd-Frank, SCA, CMS and HIPAA.	4
<b>To improve performance...</b> Monitor and support your team to help them perform at their very best.	5
<b>To protect reputation...</b> Capture conversations to provide evidence for consent, auditing and legal purposes.	6
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# Support compliance

 **Compliance is the No 1 reason that organizations invest in call recording. Make sure your call recorder ticks all the boxes.**

ClarifyGo is designed to capture everything you need and nothing you shouldn't, helping you to meet all major compliance regulations and retain full control over the storage, access and use of recordings.

From 256-bit AES encryption to the choice to store your recordings in Azure or your own private cloud, ClarifyGo helps keep compliance simple.

## **Financial Services (FCA, Dodd-Frank, MiFID II, SCA)**

Many FinServ companies are implicated in FCA, MiFID II and Dodd-Frank regulations. These require conversations related to a transaction to be recorded and stored for up to seven years.

With ClarifyGo, you can:

- ✓ Record all types of calls, including internal, external, Teams, mobile and PSTN lines
- ✓ Store recordings in Azure as long as needs
- ✓ Store recordings in an encrypted tamperproof format
- ✓ Tag recordings with Legal Hold to prevent deletion as part of an investigation

## **GDPR**

GDPR gives customers the right to request that calls are deleted or not recorded in future. Businesses must comply unless they need the recording to fulfil services to the customer.

With ClarifyGo, you can:

- ✓ Capture verbal consent to provide services
- ✓ Grant user permission to delete recordings
- ✓ Control which calls are recorded by setting recording rules
- ✓ View all GDPR related activity for auditing

## **Payment Card Industry Data Security Standard (PCI DSS)**

PCI DSS was set up by major credit card providers to reduce fraud. It requires businesses to make sure that sensitive card details are not captured by call recorders.

With ClarifyGo, you can:

- ✓ Automatically pause recordings during payments using payment field detection
- ✓ Works for both app or browser payment solutions
- ✓ Tag recordings where card payments are taken
- ✓ Use speech analytics to check best practice is being followed

## **Healthcare confidentiality (HIPAA, CMS)**

In the US, CMS regulations require the marketing and purchasing of healthcare services to be recorded and stored in a HIPAA compliant way to protect patient confidentiality.

With ClarifyGo, you can:

- ✓ Encrypt recordings to prevent tampering
- ✓ Control who can access, change or delete to recordings
- ✓ Report on HIPAA related activity

# Improve performance

**Call recordings are a gold mine of business intelligence. ClarifyGo ensures you get the most from them.**

Choose from a raft of assessment and training tools, from supporting staff on live calls to advanced speech analytics that scan for key words and sentiment. ClarifyGo performance modules are all about informing service and improving the customer experience.

## Call playback

Review conversations to check details, so you're less likely to make mistakes. Get it right for the customer first time and pick up on the little details that make your service really shine.

## Quality measurement

Quality measurement is designed to make performance assessment simple with a suite of manager tools. Create playlists to assess call handling skills, identify knowledge gaps and view employee progress using comprehensive reports. Great for checking script adherence and upselling opportunities, you can also set customer care goals.

## Live listening

Listen into live conversations between staff and customers to see how employees are doing and support them in real-time.

## AI voice transcription

Turn your recordings into easily accessible transcripts, ready to scan for key words and phrases.

Uncover product issues and trends in customer behaviour, as well as informing training, compliance and service improvement.



# Protect reputation

**In an online world, reputation can make or break a brand.**  
**ClarifyGo looks after you and your customers.**

Recording your calls helps protect your business from fraud, misconduct and abuse. They provide proof of what was said and who said it, so you can resolve disputes before they escalate. Simply informing your customers that calls are recorded can go a long way to deterring fraudsters.

## Prevent mistakes

Mistakes make you look bad and can be costly. Just like an email, a voice recording lets you review details after a call, so you can get it right for the customer first time.

## Identify common issues

ClarifyGo tags can be customised to improve filtering of recordings. If there's a common or trending concern in the contact centre, you can quickly collate a list of calls as evidence and act to remedy the situation.

## Resolve disputes

ClarifyGo provides evidence of who said what, including consent, agreements and advice. You can even listen to each part of the dialogue in turn for clarification.

Should a dispute arise, you have objective evidence to clear matters up quickly and amicably. Should it escalate to court level, tamperproof encrypted recordings are acceptable legal evidence.

## Customize retention periods

Long term storage comes as standard with ClarifyGo, but with the flexibility to set retention periods in different departments. So, you can save on storage for non-critical calls and only keep those needed for compliance.



# Best-in-class integration, minimum hassle

In a world that's constantly evolving, you need to be able to trust your technology choices. ClarifyGo is hosted securely in Azure, delivering all the benefits of a cloud solution. Whether your team members work in an office, at home, or anywhere in the world, you can depend on ClarifyGo.



**Cloud solution**



**Reliable and secure**



**Quick to deploy**



**Built for the long haul**



**Easy to maintain**

## The benefits of cloud

With no lengthy installation process or upfront fees, ClarifyGo can be up and running in no time - just connect it to your Teams tenant to get started.

Oak manages the IT infrastructure behind the scenes so you don't have to, ensuring high availability. It's easy to scale, easy to upgrade and zero effort to maintain on your part.

## Microsoft integrations

ClarifyGo works alongside other Microsoft tools to improve workflow and business intelligence. Speech analytics can send audio transcriptions to Microsoft Insights, or integrate ClarifyGo with Dynamics CRM to add recordings to customer files for improved searchability.

## Call routing agnostic

ClarifyGo taps directly off your Teams Tenant, so it doesn't matter if you're on a Calling Plan, Direct Routing, Contact Center or others; ClarifyGo captures every type of call.

## Hybrid solutions: Recording for Teams + traditional telephony

Different organizations have different communications infrastructures. ClarifyGo is ideal if you use Teams for all your communications and want a cloud solution that's just as straightforward.

But if you're one of the many businesses who also value their hosted PBX or Contact Center solution, then we can help you record those calls as well. Whatever your telephony environment, with ClarifyGo you can find, store and analyse all your conversations in one place.



## Oak Innovation: Supporting organizations across the globe since 1986

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.



**oak**   
capture • communicate • comply

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