Integrated Compliance Recording
Solution for Microsoft's Skype for Business

Skype for Business

Highlights

■ **Compatibility**
  Certified solutions to record communications based on Microsoft's Skype for Business

■ **Reliability**
  Capture of calls, mobile clients, remote users and conference calls

■ **Security**
  Tamper-proof recording to comply with financial directives such as MiFID II

ASC offers integrated solutions to record customer communications for Microsoft's Skype for Business.

Skype for Business typically replaces traditional telephony systems and allows unified handling of phone calls, conference calls, videos and chat. To ensure legally compliant recording, a communications recording solution must operate in a reliable manner on a 24/7 basis.

ASC's *neo* suite records communications from multiple channels such as landline networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning round out its portfolio. ASC offers its products as a local on-premise solution or as a service via the Cloud.

We record & analyze communications

ASC

Integrated Compliance Recording Solution for Microsoft's Skype for Business

Omni-Channel Recording

ASC's _neo_ recording suite captures, saves and archives multiple communication channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations. Since 1964, ASC has provided innovative recording systems to meet the most stringent demands.

MiFID II-compliant with ASC

As of January 3, 2018, Europe's financial market directive, MiFID II, is fully enacted. One section of MiFID II specifically addresses communications recording and requires the preservation of any consultations or advice in securities trading leading to a transaction whether by phone, video, chat or email. Our innovative documentation solutions help you to meet these requirements and avoid heavy fines for failure to do so.

EVOIP_neo_ for Microsoft's Skype for Business

ASC's recording solution, EVOIP_neo_, satisfies regulatory requirements, ensures protection from liability and safely archives customer transactions. Moreover, it lets agents respond to threatening calls with the push of a button. ASC's solution lets your company handle all communications channels (voice, video or chat) with one integrated recording system.

Search & Replay

Browser-based and client/server-based search-and-replay applications with flexible search criteria make it easy to search for recorded calls in a target-oriented way.

Recording Control

Control commands via Skype for Business can be configured to start and stop the recording as desired.

Quality Management

It's the customers who provide companies with the most valuable information. ASC's quality management software, INSPIRATION_neo_, captures and assesses this content. Recorded calls and on-screen activities, help to analyze services, campaigns, and products through user-friendly reports.

Benefits

- Tamper-proof recording as mandated by MiFID II
- Seamless integration with Microsoft's Skype for Business
- Efficient search & replay
- Selective recording
- No use of conference ressources

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United States, Brazil, Japan, Singapore, Hong Kong, Dubai, Switzerland, the United Kingdom, France and Romania as well as a worldwide service network, ASC is a powerful global player in its industry.

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