Service Description

Recording Insights

Compliance Recording and Analytics
for Collaboration Platforms

1. ASC Expertise

ASC is a leading cloud service provider for compliance recording and analytics for modern communication platforms and collaboration tools. We have in-depth experience in voice recording and provide secure, state-of-the-art solutions for organizations with increased recording needs, especially financial institutions, public safety organizations and contact centers. We enable our customers to record their communications via modern communication platforms and collaboration tools in accordance with internal and legal requirements, to analyze them using artificial intelligence and to measure critical KPIs while monitoring their development. Headquartered in Germany and with subsidiaries in the United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as certified and experienced system integration partners, ASC is a powerful global player with a worldwide sales and service network.

2. Solution Overview

Recording Insights reliably captures all communication and stores it securely in the Microsoft Azure Cloud, ensuring full regulatory compliance across multiple industries. Using Microsoft Azure Cognitive Services, the solution is capable of automatically transcribing all recorded communication, translating it into more than 90 languages, and analyzing its content to find the most relevant metadata and identify compliance risks.

Azure regions are selectable to meet the complex requirements of regulations like MiFID II, HIPAA, Dodd-Frank or FinVermV while using modern communication platforms.

All recorded data is encrypted tenant-specifically and saved in Azure Blob Storage. By offering the possibility to configure access rights on tenant level, the solution ensures that only authorized users may access the data. The settings can be customized according to individual requirements. This enables companies to meet crucial regulations regarding compliance recording and data protection. Additionally, the solution includes a user-friendly interface that allows for easy navigation and management of the stored data. This includes features such as search and filtering options, as well as the ability to download or share specific data sets with authorized users.

2.1. Advantages of ASC Recording Insights

- Reliable recording and secure archiving of all communication in modern communication platforms
- Tenant-specific encryption of data incl. Customer-Managed Keys (BYOK) and Key Rotation
- Access rights management
- Optional, enhanced compliance functions to meet strict compliance requirements in regulated industries
- Recording control to start and stop the recording with individual tagging of conversations
- Transcription, translation and keyword spotting
- Powerful, proactive insights using Azure AI Services
- Report functionality with alarming option
- Recording rules with individual retention periods per recording
- Quick and easy deployment thanks to "Click & Buy
- Hosted in various Azure regions (storage location can be individually selected by customer on demand – ASC storage or customer own storage (BYOS)
- Multi-Region Storage support
- Flexible, scalable and highly available with the option of parallel, redundant recording
- User matching via Microsoft Entra ID (former Azure Active Directory)
- Microsoft Entra Group (former Azure AD Group) Integration
- Post Compression functionality
- Export / Import functionality
- Multi Language UI (English, German, Spanish, Portuguese (Brazil+Portugal), Swedish, French, Dutch, Italian, Japanese, Chinese simplified + traditional)

2.2.   Use Cases for Compliance Recording & Analytics

Financial Services
- Banks, insurances, trading desks
- Fulfilment of legal regulations
- Fraud detection & risk management

Healthcare & Life Science
- Hospitals, pharma & healthcare providers
- Telemedicine documentation
- Improve care & efficiency

Utilities & Manufacturing
- Trading, distribution, quality management
- Liability protection for disaster response
- Verification & quality of service

Education & Media
- Enabling distance learning
- Campus safety & research
- Interview transcription & translation

Public Sector
- Protecting people & property
- Monitoring communications
- Fast response in emergency

Travel & Hospitality
- Documentation of bookings & service
- Improve customer service
- Resolve disputes and generate reports

Digital Justice
- Law firms, courts, prisons
- Discovery process with clients
- Digital court cases & hearings

Contact Center & Retail
- Transaction verification
- Enhancing customer service quality
- Increase staff productivity & sales

3.   Package Overview

There are four main packages to choose from, which are licensed per named user and month. Each activated subscription for a user package can be assigned to one named user. Depending on the desired integration, these need to be supplemented with the corresponding integration licenses. Integration licenses are available for Microsoft Teams, RingCentral and Zoom. One integration license is required for each user to be recorded. It is also possible to assign different integration licenses to one user (e.g. Microsoft Teams & Zoom). All packages can be extended with a variety of add-ons (e.g. for analytics).

Compliance UC Recording	Smart UC Recording	Compliance Voice Recording	Smart Voice Recording
Voice, video & screen sharing recording (depending on integration)	Voice, video & screen sharing recording (depending on integration)	Voice recording	Voice recording
Parallel recording	-	**Parallel recording**	-
Individual recording & archiving rules	Individual recording & archiving rules	Individual recording & archiving rules	Individual recording & archiving rules
Recording on demand	Recording on demand	Recording on demand	Recording on demand
Individual user rights & access	Individual user rights & access	Individual user rights & access	Individual user rights & access
Search & replay	Search & replay	Search & replay	Search & replay
Replay authorization	-	**Replay authorization**	-
Reports (incl. Audit Reports)	Reports	Reports (incl. Audit Reports)	Reports
Conversation safe	-	**Conversation safe**	-
Geo-redundant storage	-	**Geo-redundant storage**	-
Archive Storage as Option	-	**Archive Storage as Option**	-
Costomer-Managed Keys (BYOK)	-	**Costomer-Managed Keys (BYOK)**	-
5 GB storage incl.*	**5 GB storage incl.***	**5 GB storage incl.***	**no storage incl.***

*in ASC Azure subscription

+

Integration for Microsoft Teams, RingCentral and/or Zoom

+

Add-ons

Please note: It is not possible to mix Compliance UC/Voice- with Smart UC/Voice recording licenses. However, mixing of Compliance UC with Compliance Voice licenses is supported, respectively Smart UC/Voice licenses.

3.1. Offered Packages

All packages have the following features in common. Depending on the selected package, these basic functions are supplemented by additional features.

- Access to ASC Recording Insights application providing all important modules, such as Recording, Dashboard, Settings or User Configuration. After authentication on the Configuration website, the user can access the functions without having to install additional software on the client-PC (via a native app integrated into Microsoft Teams or via web access). To ensure the necessary security during the transmission, a secured connection (SSL) is used.
- Recording of specified named users
- Usage of different recording modes (dependent on the collaboration platform*):

Bulk Recording:
  - All calls are recorded with bulk recording. The recording is automatically started at the beginning of the call, is terminated at the end and is stored afterwards.

Never Record:
  - Calls will not be recorded

Record on Demand:
Recording on Demand (RoD) means that a user has the possibility to manually control the recording. This is an option which can be activated within the recording rules and then be assigned to individual users. This includes:

  - Starting the recording ("Start")
  - Stopping the recording ("Stop")

Recording Control for Bulk Recording:
Automatic recording of all conversations, but recording can be stopped and restarted (multiple times) at any time via the Live View Panel.

Currently only available for the Microsoft Teams integration (in case of RC & Zoom the recording rules will be considered for import; planned Q1/25)

- User rights & access management for specified named users that can be individually combined to create a company-specific rights structure, depending on not only legal requirements.

Search and replay rules can be determined e.g. for the following parameters:

  - No recordings (User cannot replay recordings)
  - Own recordings (User can only replay own recordings)
  - Team/group recordings (User can replay own and assigned team/group recordings)
  - All recordings (User can replay all recordings)

Access and right rules can be determined e.g. for the following parameters:

  - User
  - Administrator
  - Define own rules e.g. for Supervisor, Compliance Officer, etc.

- Recording rules can be determined e.g. for the following parameters (depending on the collaboration platform):

  - Audio
  - Video/Screen Recording(only with Compliance UC/Smart UC Recording)
  - Screen Only Recording (only with Compliance UC/Smart UC Recording)
  - Chat (add-on "Chat Recording" required)

- Recording report – A recording report can be created based upon KPI's such as total number of calls, number of incoming calls and number of outgoing calls.
- Retention time - A deletion time can be determined within a recording rule, so that the recording will be deleted once the retention time is reached.
- Encryption with Microsoft Key Management – All data is automatically encrypted before being stored using AES (Advanced Encryption Standard) 256-bit encryption. The encryption with AES guarantees high data security and thus protects against unauthorized access.

3.1.1. Compliance UC Recording

This package offers users an enhanced feature set especially designed for companies with regulated users. It enables the recording of voice, video, and screen sharing.
In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Parallel Recording (Redundant recording of conversations via two recording bots).*
- Besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.
- Individual definition of recording rules also for video & screen sharing.**
- Conversation Safe – Recordings can be stored here for an extended period of time to protect them from deletion for further internal investigations or to preserve evidence for legal proceedings. The originally defined deletion date of a conversation is disabled, and only certain persons have access to the saved conversations.
- Customer-Managed Keys ("bring-your-own-key", BYOK)
- 5GB of storage included per named user subscription (shared within the whole tenant)
- Audit logs – All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.
- Audit Log report – An Audit Log report can be created based upon selected audit log events.
- Extended report – An extended report can be created based upon additional KPI's and individual selections.

* Available for Microsoft Teams integration only (for RC & Zoom recordings are captured from the collaboration platform)
** Currently only available for the Microsoft Teams integration (in case of RC & Zoom the recording rules will be considered for import; planned Q1/25)

3.1.2. Smart UC Recording

This package offers users a solid basis for recording of conversations within modern communication platforms. It enables the recording of voice, video and screen sharing.
In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Recording of conversations via one Microsoft bot (non-redundant)*
- Individual definition of recording rules also for video & screensharing**
- 5GB of storage included per named user subscription (shared within the whole tenant)

* Available for Microsoft Teams integration only (for RC & Zoom recordings are captured from the collaboration platform)
** Currently only available for the Microsoft Teams integration (in case of RC & Zoom the recording rules will be considered for import; planned Q1/25)

Please note: Smart UC Recording is not suitable for regulated industries.

3.1.3. Compliance Voice Recording

This package offers users a feature set especially designed for companies with regulated users and a focus on voice conversations. It enables the recording of voice.
In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Parallel Recording (Redundant recording of conversations via two recording bots)*
- Besides the Standard LRS (local redundancy storage)-option GRS (geo redundant storage) is available. It can be decided per tenant, which version of storage to be used (without additional costs for quota), mixing within one tenant is not possible. Note: if GRS has been selected, also the GRS packages have to be selected, when additional storage is required.
- Conversation Safe – Recordings can be stored here for an extended period of time to protect them from deletion for further internal investigations or to preserve evidence for legal proceedings. The originally defined deletion date of a conversation is disabled and only certain persons have access to the saved conversations.
- Customer-Managed Keys (BYOK)
- 5GB of storage included per named user subscription (shared within the whole tenant)
- Audit logs – All logins and user activities are registered. The interactions are stored and can be retrieved by users with administration rights.

- Audit Log report – An Audit Log report can be created based upon selected audit log events.
- Extended report – An extended report can be created based upon additional KPI's and individual selections.

* Available for Microsoft Teams integration only (for RC & Zoom recordings are captured from the collaboration platform)

3.1.4. Smart Voice Recording

This package offers users a solid basis for recording of conversations within modern communication platforms. It enables the recording of voice.
In addition to the basic functions described above, which are common to all packages, this package offers the following additional functions:

- Recording of conversations via one Microsoft bot (non-redundant)*

* Available for Microsoft Teams integration only (for RC & Zoom recordings are captured from the collaboration platform))

<u>Please note</u>: Smart UC Recording is not suitable for regulated industries.

3.2. Package Comparison

	Compliance UC Recording	Smart UC Recording	Compliance Voice Recording	Smart Voice Recording
Voice recording	●	●	●	●
Video recording	●	●		
Screen sharing recording	●	●		
Parallel Recording redundant recording of conversations via two recording bots	●		●	
Secure Storage within a Microsoft Azure Block Object (Blob) Storage	●	●	●	●
GRS besides the Standard LRS[1]	●		●	
5GB of storage is included per named user subscription[2]	●	●	●	
Customer Managed Keys BYOK	●		●	
Archive Storage	●		●	

[1] if GRS has been selected, also the GRS packages have to be selected, when additional storage is required

[2] in ASC Azure subscription

4. Integration Overview

There are currently three integrations to choose from (more coming soon), which are licensed per user and month. Each activated license for an integration can be assigned to one named user. Integration licenses are available for Microsoft Teams, RingCentral and Zoom. One integration license is required for each user to be recorded. It is also possible to assign different integration licenses to one user (e.g. Microsoft Teams & Zoom).

4.1. Offered Integrations

Depending on the communications solution you wish to use Recording Insights for, there are currently three integrations to choose from:

- Microsoft Teams
- RingCentral MVP
- Zoom Meetings & Phone
- Genesys Cloud
- LeapXpert

A basic package license (Compliance UC Recording, Smart UC Recording, Compliance Voice Recording or Smart Voice Recording) is required for each named user to whom an integration license is to be assigned. Multiple integration licenses can be assigned to a user at the same time.

4.1.1. Microsoft Teams

ASC is a selected Microsoft partner for compliance recording and analytics. Recording Insights can be integrated seamlessly into Microsoft Team as a native app (preferred app in AppSource and Azure Marketplace), is accessible via all platforms supported by Microsoft Teams (e.g. tablets and smartphones) and is available in the Microsoft Cloud for Financial Services.

Please note that based on the Microsoft license requirements policy-based recording can only be enabled on Microsoft 365 A3/A5/E3/E5/Business Premium and Office 365 A3/A5/E3/E5 users.

For updated information please refer to the following link:

https://docs.microsoft.com/en-us/microsoftTeams/Teams-recording-policy

4.1.2. RingCentral MVP

This integration license enables the possibility to capture conversations from RingCentral MVP for compliance archiving and retrieval purposes. The integration for RingCentral is available either as standalone solution or in combination with other collaboration platform integrations.

Currently the following modalities are supported:

- Voice interactions/ Phone Calls

The support for meeting recordings (screen share and video) is already implemented within Recording Insights and available on request.

4.1.3. Zoom Meetings & Phone

This integration license enables the possibility to capture conversations from Zoom Meetings/Phone for compliance archiving and retrieval purposes. The integration for Zoom is available either as standalone solution or in combination with other UC integrations.

Currently the following modalities are supported:

- Zoom Meetings: Voice, Video/Screen Sharing and Chat
- Zoom Phone: Voice interactions/ Phone Calls (Integration for Zoom Phone requires PDM approval)

4.1.4. Genesys Cloud

This integration license enables the possibility to capture conversations from Genesys Cloud for compliance archiving and retrieval purposes. The integration for Genesys Cloud is available either as standalone solution or in combination with other UC integrations.

Currently the following modalities are supported:

- Genesys Cloud: 1:1 Audio Calls incl. Metadata

4.1.5. LeapXpert

This integration license enables the possibility to capture chat messages incl. attachments of various products recorded by LeapXpert for compliance archiving and retrieval purposes. The integration for LeapXpert is available either as standalone solution or in combination with other UC integrations.

Currently the following modalities are supported:

- WhatsApp: native and governed mode
- WeChat: native and governed mode
- Telegram, LINE and Signal on request!

4.2. Order hint - integrations and their combinations

For the three integration types - Microsoft Teams, RingCentral, and Zoom - there is important information to keep in mind. Each respective recording package includes one recording integration type. Recording integration indicator items are provided to verify the number of recording types. These indicators simply indicate the correct licenses that are needed. However, if you require more than one recording integration type per named user, the respective license must be added, and a license fee applies.

The following examples serve as an aid for illustration purposes:

4.2.1. No combination of integration types is needed

Example: Customer needs 100 licenses for Microsoft Teams recording:

Items to order:
- 100x Compliance UC package (fees apply)
- 100x Microsoft Teams Recording Indicator (free)

4.2.2. Combination of integration types (only one type per user)

Example: Customer needs 60 licenses for Microsoft Teams recording, 30 licenses for RingCentral recording and 10 licenses for Zoom recording for 100 users in total:

Items to order:
- 100x Smart Voice Recording package (fees apply)
- 60x Microsoft Teams Recording Indicator (no charge)
- 30x RingCentral Recording Indicator (no charge)
- 10x Zoom Recording Indicator (no charge)

4.2.3. Combination of integration types (several types per user)

Example: Customer needs 90 licenses for Microsoft Teams recording and 20 licenses for Zoom recording for 100 users in total:

Items to order:
- 100x Compliance UC package (fees apply)
- 10x Additional Recording Integration Type (fees apply)
- 90x Microsoft Teams Recording Indicator (no charge)
- 20x Zoom Recording Indicator (no charge)

5. Add-on Overview

The functionality of Recording Insights can be extended and adapted to the individual needs and use cases of the users by adding various add-ons. There are three essential add-ons to choose from, which can be added to the booked package and integration licenses to further expand the already large range of functions of Recording Insights.

Add-on Analytics*	Add-on AI Policy Engine*	Add-on Chat Recording**	Standalone[1] Chat Recording**
Azure AI Services enablement for speech-to-text & translation	**All features of the *Analytics* Add-on**		
Keyword search	**+**		
Automated categorization	Exclusive AI Policies section		
Additional user rights & access rules (for analytics)	Policy Creator (Keywords, Categories, Adherence Phrases, Patterns)	Recording of any type of chat	Recording of any type of chat
Additional reporting options (Dashboard)	ASC curated policies (e.g. for financial regulations, PCI-DSS, churn risk)		
	Additional reporting & alarming options (Dashboard)		

additional Cognitive Services Consumption Package needed

**only required for Microsoft Teams*

[1] *no additional recording license is required per user*

5.1. Offered Add-ons

The features and benefits of the add-ons described above are described in the following sections.

5.1.1. Add-on Analytics

This add-on enables the use of intelligent functions for analytics using Microsoft Azure AI Services (additional Consumption Packages needed). The user thus has the possibility to gain valuable, deeper insights into the recorded communication. It is featured with configurable analytics rules per user and specific analytics centric dashboards and reports.

The add-on enables (based on the subscribed analytics packages):

- Visualized transcript - The conversation is transferred from speech to text.

- Highlight keywords - All predefined keywords that are spotted within the recording are marked and displayed as keywords.

- Categorization based on keywords - All keywords that are spotted within the recording are marked and displayed in categories.

- AI categorization enables the user to categorize conversations without predefining categories based on keywords.

- Displaying sentiment – Text based sentiment within the recording such as neutral, positive, mixture or negative are marked and displayed. If automated sentiment analysis is required, please contact ASC for a quotation.

- Usage of additional analytics user rights & access management for specified named users.

- Analysis rules can be determined e.g. for the following parameters:

  o No Analytics allowed
  o Analyze on demand
  o Analyze all
  o Individual analytics

- Usage of additional reporting:
  Analytics report: An analytics report can be created based upon the number of calls with selected keywords or categories.

5.1.2. Add-on AI Policy Engine

This add-on makes it possible to meet the high, complex and constantly growing compliance requirements in the financial environment as well as other areas and industries. The AI Policy Engine easily identifies relevant, risky or non-compliant conversational content by systematically scanning for critical predefined and/or company-specific content using artificial intelligence. In addition to the various compliance use cases, the AI policy engine also incorporates predefined templates for measurement of the customer experience.
It also provides users with an intuitive workflow to consolidate and retain critical or valuable conversations for further case processing.

The add-on includes all the features of the Analytics add-on and adds the following additional features designed to meet specific compliance requirements and measure customer experience:

- Exclusive section for Compliance Officer/Supervisor
  Easy-to-use interface for creating individual policies. A wide range of functions is available for this purpose, enabling communication to be monitored reliably. Simple to complex policies can be created from sensitive keywords, categories, adherence phrases, AI adherence phrases, patterns and AI questions.

- Provision of ASC curated policies that are continuously updated. These can be adapted to individual needs and use cases at any time.

- Extra tab showing Policy hits with time stamp directly in the detail view of a conversation. Time stamps enable to jump to the point in the conversation where the policy hit occurred.

- Automated adjustment of retention time based on call content.

- Assignment of individual risk ratings per policy.

- Exclusive access to Conversation Safe, which allows critical conversations to be stored securely beyond their retention time and protected from unauthorized access. Ability to create individual folders and grant authorized access rights to specific users.

- Ability to create extended reports and monitor them through a visualized dashboard. In addition, it is possible to create alarms for threshold values reached and to automatically send regular reports on specific KPIs via e-mail to a defined group of recipients.

- An extended user rights & access rules concept can be used to create more granular analytical and access rules.

5.1.3. Add-on for Quality Management

In the fast-paced world of customer interactions, maintaining high-quality engagement with clients is essential for business success. As part of the AI Policy Engine, Quality Management Scorecard is designed to enhance the evaluation process by providing a comprehensive, flexible, and efficient solution for assessing agent performance and customer interactions. This scorecard can be customized to meet your specific needs and evaluated either manually by your team or automatically using advanced large language model (LLM) technology secured in the Microsoft Azure environment.

Empower your quality assurance team to manually assess interactions using the customized scorecards, allowing for subjective insights and expert judgment or leverage LLM technology to perform objective and consistent evaluations at scale, reducing the time and effort required for large volumes of interactions.
This Add-on requires the Add-on AI Policy Engine and for automated evaluation a consumption-based Token package needs to be activated.

5.1.4. Add-on for Chat Recording

This add-on enables the possibility to record any type of chat conversations whether they are 1:n, within or outside of calls or meetings and group or channel chats. With the Chat Recording Add-on license the chat messages are received in real time and captured in regular intervals via the Microsoft Graph Export API for Teams messages and stored based on rules defined within the recording rule section (e.g. set an appropriate retention time).

5.1.5. Chat Recording - Standalone

This license enables the possibility to record any type of chat interactions (also outside of conversations) whether they are 1:n, group or channel chats. With the Chat Recording Standalone License, the chat messages are received in real time and captured in regular intervals via the Microsoft Graph Export API for Teams messages and stored based on rules defined within the recording rule section (e.g. set an appropriate retention time).
In contrast to the Add-on license for Chat Recording (mentioned above) no additional recording license is required per user.

5.1.6. Dynamics 365 (control via D365 app)

This integration for control enables a user to take full control over the recording capabilities via the Dynamics 365 app, it provides the possibility to start recordings from within Dynamics via the "Start Recording" button or to manually link recordings to an entity (in case of bulk recording).

The recordings linked to an entity (e.g. an opportunity or a contact) are listed in the respective timeline. The type of the list entry is a phone call, and it contains information about participants of the call, start, duration, the conversation ID of the recording and a link leading to the replay of the recording. For security reasons, the recording itself will not leave the ASC Recording Insights environment and can be stored in the Microsoft Cloud for Financial Services.

In addition to the timeline entry, it is also possible to integrate an iframe containing an entry list with all filtered calls for the specific entity. In this case the ASC Recording Insights web app is displayed in the iframe and a direct replay within the Dynamics 365 UI is possible.

6. Additional Options

6.1. Storage

The recorded data is securely stored within a Microsoft Azure block object (blob) Storage. Within the tenant, 5GB of storage is included per named user subscription (Smart Voice Recording excluded). If the included storage quota is exceeded, an additional storage package is required. Each storage option includes 500GB storage space for the entire tenant and is charged per month.

ASC offers Tenant separated Azure Blob storages with access tier "hot" / "archive" configurations and LRS/GRS redundancy. Any other option that differs from our standard needs to be requested.

Locally redundant storage (LRS) replicates your storage account three times within a single data center in the primary region. LRS provides at least 99.999999999% (11 nines) durability over a given year.
For additional information about Azure blob Storage GRS, please refer to: [Data redundancy in Azure Files | Microsoft Learn](#)

Geo-redundant storage (GRS) copies your data synchronously three times within a single physical location in the primary region using LRS. It then copies your data asynchronously to a single physical location in a secondary region that is hundreds of miles away from the primary region. GRS offers durability of at least 99.99999999999999% (16 9's) over a given year.
For additional information about Azure blob Storage GRS, please refer to: [Data redundancy in Azure Files | Microsoft Learn](#)

Customers can bring their own Azure blob storage (bring your own storage; BYOS) with any type of access tier configurations and redundancy. Customers are further fully responsible for any issues in respect to the storage account. Additional costs will occur to process and transfer the data over to the customers Azure storage location based on the appropriate region (Data Transfer Azure Package), or even outside of the Azure Cloud (Data Export Public).
In case of problems with customer's own storage – e.g. no connection – ASC temporarily buffers the data to prevent any data loss (data in motion). If the connection is restored (within 7 days), the data is finally stored in its predefined destination (data at rest).

Additional Microsoft Storage types that can be supported on request:

- Data Lake storage
- Immutable storage
- Azure-Stack-Hub
- AWS S3 storage

Example:

- Customer has 10 users and therefore 50GB storage space included. Within the first month he records 45GB of audio and video conversations. Therefore, within month 1 no additional storage package is required.
- In the second month customer records additional 35GB and now has stored 80GB in total. As soon as he exceeds the included storage, he needs an additional storage package (500GB).
- In the third month he stores additional 40GB and now has stored 120GB in total. With the included 50GB and the additional 500GB package he can store up to 550GB, therefore no additional package is required.

6.1.1. Storage 500 GB - GRS (Area 1) – per package / per month

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the selected Microsoft Azure Region.
Currently available Azure regions in GRS Area 1 are:

- North Central US
- Europe North
- UK South
- Canada Central
- Japan West
- UAE North
- Other regions on request

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

6.1.2. Storage 500 GB - GRS (Area 2) – per package / per month

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with geo redundancy in the selected Microsoft Azure Region.
Currently available Azure regions in GRS Area 2 are:

- East Asia
- Switzerland North
- Brazil South
- Australia East
- Other regions on request

GRS storage is only available for Compliance Recording packages (Compliance UC Recording and Compliance Voice Recording).

6.1.3. Storage 500 GB - LRS (Area 1) – per package / per month

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in one Data Center in the selected Microsoft Azure Region.
Currently available regions in LRS Area 1 are:

- North Central US
- Europe North
- UK South
- East Asia
- Canada Central
- Japan East
- UAE North
- Other regions on request

6.1.4. Storage 500 GB - LRS (Area 2) – per package / per month

This storage option includes the storage of up to 500 GB in a Microsoft Azure Block Object (Blob) Storage with local redundancy in one Data Center in the selected Microsoft Azure Region.
Currently available regions in LRS Area 2 are:

- Switzerland North
- Brazil South
- Australia East
- Other regions on request

6.1.5. Archive Storage

The archiving option will allow to send stored recordings to an archive storage which is more cost efficient when recordings should be kept for a long time and not replayed frequently. Archived calls will be marked within the application and can still be searched. Restore will be done via "Conversation Safe" and is only available for Compliance Voice & Compliance UC. Before replay, a recording has to be retrieved from the archive which can take up to 17 hours.

Note: Export packages are not required for data that is moved to archive storage. The restore from Archive Storage is subject to the fair use principle (restores of up to 5% per month are considered as fair use). If a mass data restore is required please contact ASC for an individual quotation.

6.1.6. Post Compression

The Post Compression feature gives clients the option to configure a time (in days) when *.wav files must be converted to .mp3 to save storage space.

6.1.7. Multi-Region Storage

The Multi-Region Storage feature enables customers to store data of the same tenant in different Azure regions. This supports customers in meeting legal requirements when data may not be stored outside the country.

6.2. Utilization of Microsoft Azure AI Services

If an analytics add-on or the AI Policy Engine is licensed in combination with a Compliance or Smart package additional consumption-based analysis packages are required. With each package 100h of recordings can be analyzed per month (unused analysis time expires).

- Transcription (100 h) – per package / per month:

  The Transcription package includes the ability to perform analysis based on Microsoft Cognitive Service Speech to Text providing a complete transition of spoken words into text. Based on this search for keywords and phrases is possible as well as categorizations and keyword spotting based on predefined or preconfigured word lists.

- Translate (100 h) – per package / per month:

  The Translate package includes the ability to perform translation of transcribed information based on the Microsoft Translate service. Please note that transcription package is required.

At least the Transcription package listed above is mandatory to use the respective analytics functionalities within the Recording Insights application. For example, having a transcript available for all or certain conversations, categorization based on keywords, highlight keywords, and reporting conversations that contain certain keywords.

6.3. Utilization of Microsoft Azure OpenAI Services

If the AI Policy Engine is licensed in combination with a Compliance or Smart package additional consumption-based AI Token packages can be subscribed to perform AI-based analysis of textual content like transcripts or chat.

- AI – 20m Token – per package / per month:
  With each package you get 20 Million Tokens for AI analysis per month (unused Token expire). Generally, an AI-based policy analysis for one conversation (duration of two (2) minutes) approximately consumes 350 Token.

6.4. Key Management

The Key Management allows clients to setup Key Rotation for ASC Managed Keys or Customer-Managed Keys (BYOK) that can be managed via the ASC Recording Insights UI.
Please note: The use of Customer-Managed Keys (BYOK) requires compliance recording packages.

The key Rotation feature enables the client to rotate encryption keys (ASC or Customer-managed Keys) based on the settings in the tenant configuration. This can be either done automatically or manually. The ASC encryption key is stored in the tenant key vault.
Customer-managed Keys support clients to use their own azure encryption keys based on the settings in tenant configuration. The encryption keys are stored in the customer key vault.

The following configurations are supported:

- Keys managed by ASC and stored in ASC key vault
- Keys managed by ASC and stored in Customer key vault
- Keys managed by Customer and stored in Customer key vault (BYOK)

6.5. Export

ASC Recording Insights currently supports the following export locations:

- EVOIPneo (via Azure blob storage)
- Bloomberg Vault
- Hubstor
- Microsoft Azure blob storage
- AWS S3
- SFTP-Server
- Microsoft Azure Datalake

An export/transfer package is required if the recorded data should be:

a) exported to public locations (Data Export Public)

One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another location outside of the Azure ecosystem. E.g., to archive recordings within a 3rd party archive solution like Bloomberg Vault or Azure Stack.

b) exported to another location within the Azure ecosystem (Data Export/Transfer Azure)

One of these packages apply if the recorded data should be exported or transferred from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording or if an export to a customer Azure blob storage is required.

The transfer packages described above include the costs for bandwidth, data management and processing within ASC's backend.

6.5.1. Data Export Public Packages

Data Export Public Packages offer the possibility to export an amount of 500 GB of recorded data from the respective Azure storage location to another location outside of the Azure ecosystem. E.g. to archive recordings within a 3rd party archive solution like Bloomberg Vault, SFTP (when outside of Azure Cloud), AWS S3 or Azure Stack.

If more than 500 GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

- Data Export Public - 500 GB (Group 1) – per package / per month
  Group 1: Source of export is North America, Europe

- Data Export Public - 500 GB (Group 2) – per package / per month
  Group 2: Source of export is Australia, Asia

- Data Export Public - 500 GB (Group 3) – per package / per month
  Group 3: Source of export is Africa, South America

6.5.2. Data Export/Transfer Azure Packages

Data Export/Transfer Azure Packages offer the possibility to export/transfer an amount of 500GB of recorded data from the respective Azure storage location to another storage or storage location within the Azure ecosystem. E.g. if it is required to store recordings within a (distant) location which differs from the one ASC proposes based on the point of recording or if an export to a customer Azure blob storage is required. If more than 500GB are required, please subscribe to the package in appropriate numbers. Please note that unused capacities will not be transferred to the next accounting period.

- Data Export/Transfer Azure - 500 GB (Group 1) – per package / per month
  Group 1: Export or transfer from US to US, Europe to Europe

- Data Export/Transfer Azure - 500 GB (Group 2) – per package / per month
  Group 2: Export or transfer from US or Europe to other continents

- Data Export/Transfer Azure - 500 GB (Group 3) – per package / per month

Group 3: Export or transfer from Japan East or West to any other location (including Japan); Australia to any other location (including Australian Data Centers); Asia to any other location (including Asian Data Centers)

- <u>Data Export/Transfer Azure - 500 GB (Group 4) – per package / per month</u>
  Group 4: Export or transfer from Brazil to any other location

7. Additional Services

7.1. Additional fee for 24/7 Support

For 24/7 support, an additional charge to all named user licenses applies, e.g. Compliance UC Recording or Smart Voice recording and named user add-ons like the compliance chat add-on or analytics add-on have to be calculated with the respective additional charge. This provides you with 24/7 access to the ASC service contacts. There is no additional charge to the "consumable" packages like storage, transcription, transfer etc.

7.2. Onboarding & Administration Training

The Onboarding & Administration Training includes a 2h web-based training for onboarding and a 2h web-based training for user administration & configuration.

7.3. Onboarding Individual for larger projects

"Onboarding Individual" will be quoted individually based on the special needs of larger projects. Based on the requirements it can contain tailored training and consulting for onboarding, security reviews and administration. An "Onboarding Individual" offer becomes mandatory if the project size is 500 named users and above.

7.4. Tenant Activation Fee

The Tenant Activation Fee becomes mandatory if a partner does the onboarding by himself. ASC will do the activation of the respective customer within the ASC Recording Insights infrastructure.

7.5. Neo Interconnect Setup Fee

This package includes configuration of ASC Recording Insights and an existing on-premises Neo system to connect both systems.

The following items and services are included:

- Azure resource creation
  - o ASC subscription – implementation work
  - o Customer subscription – support during customer implementation
- Licenses on Neo
- o Export & Import license
- o Storage Expansion for Azure license
- Configuration on both ends
  - o Tenant specific settings in RI
  - o Job configuration in RI
  - o Azure drive setup in Neo
  - o Verification of accessing Azure resources from Neo
  - o Job configuration in Neo
  - o User mapping setup
    - manual (requires Extended Import Key adaption by ASC – up to 15 Users included*)
    - automatic – LDAP sync (not included*, implementation process tbd by ASC)*

    *ASC offers an individual quotation. Please contact the responsible Sales Manager.

7.6. Security Statement (incl. 2 days of consulting)

If a security statement during the project phase is required, this package can be ordered. It includes a basic security information and comes with 2 person-days of consulting.

7.7. API Training

The API Training service includes 0.5 person-days for web-based API training and 0.5 person-days for Q&A.