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SmartTAP 360° Live

SmartTAP 360° Live - Enterprise Interactions Recording & Capturing Solution

Compliance, Quality Monitoring and Malicious Call Recording For Microsoft Teams

AudioCodes SmartTAP 360° Live is an intelligent and secure enterprise recording solution for all voice, video and IM interactions. SmartTAP 360° Live enables companies to capture and index all internal and customer organizational interactions.

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

SIMPLIFIED MANAGEMENT

Offers on-premise deployment with flexible management options

"AudioCodes SmartTAP ticked all boxes for a Microsoft-compatible recording solution. Interaction recording is completely seamless with no need for user intervention. The success and ease of installation have given us the confidence to continue rolling out SmartTAP across all of our global offices."

***Ian Burgess**, Head of Global Infrastructure at Gazprom*

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Advanced Key Compliance Feature Highlights

Manual Pause/Resume for real-time PCI compliance recording

Automatic recording notifications for compliance with regulations

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

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

Compliance Recording vs. Native Collaboration Features

FEATURES	SMARTTAP 360° LIVE COMPLIANCE RECORDING	BUILT-IN COLLABORATION RECORDING FEATURES
Rule-based Centralized Access & Recording	✓	✗
Automatic System Recording Supports All Call Types	✓	✗
On-premise Local Storage	✓	✗
Pre-defined Retention/Editing/Deletion Policies	✓	✗
Quality Monitoring & Management With Silent Live Monitoring Support	✓	✗
Permission-based Stop Recording	✓	✗
REST API for Analytics Services	✓	✗

Compliance Regulations Supported by SmartTAP 360° Live

MiFID II Markets in Financial Instruments Directive | GDPR | PCI DSS COMPLIANT | HIPAA COMPLIANCE | E-Discovery

AudioCodes Voice.AI business unit focuses on voice, the most fundamental form of human communication, to help enterprises automate workspace collaboration and customer experience, by leveraging state-of-the-art Conversational Voice technologies.

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