CLOUD - NATIVE
COMPLIANCE RECORDING
for Microsoft Teams

ISO 27001 Information Security Management System Certified

AICPA SOC aicpa.org/soc4so — SOC for Service Organizations

PRODUCT SUMMARY

IXCloud is a cloud-based interaction recording solution developed by Numonix, the innovator in capture technologies. Built on the runtime service fabric of Microsoft Azure, IXCloud empowers users to record with integrity, providing instant hyper-scale, security, and compliance plus the benefits of Data Sovereignty. Taking interaction capture into the future, IXCloud redefines versatility providing the ability to record, store and analyze interactions in the cloud. Its API framework also enables application development. Designed for a broad scope of users, including enterprise, consumers, hosted providers and carriers.

COMPLIANCE

Ensure regulatory a dherence effortlessly. IXCloud's policydriven recording rules guarantee compliance with industry standards, securely encrypting and centrally storing all recordings.

LIABILITY

Mitigate risks seamlessly. IXCloud's unalterable recording rules provide indisputable evidence, safeguarding your organization from liability. All recordings are encrypted and centrally stored for added security.

ANALYTICS

Harness actionable insights with ease. IXCloud fuels analytics engines and pre-built reporting dashboards, empowering informed decision-making. Uncover valuable trends and patterns from your securely stored recordings, driving strategic initiatives forward.

ZERO HARDWARE

FULLY MANAGED CLOUD-NATIVE

DATA SOVEIGNTY

KEYWORD SEARCH

ROLES BASED

GUEST RECOGNITION

MEETS GDPR, MIFID II, HIPAA

RISK MANAGEMENT

SCALABILITY FOR OPERATIONAL EFFICIENCY

IXCLOUD VS TEAMS RECORDING

ADMIN RECORDING RULES

With IXCloud, recording is initiated by an admin or system settings rather than relying upon user based monitoring.

COMPLAINT STORAGE

Calls are stored securely in the cloud in accordance with regulatory record retention policies rather than localized storage open to risk for access.

ADVANCED SEARCH & PLAYBACK

IXCloud enables advanced search and playback, mine conversations for keywords and full transcription to quickly resolve compliance needs.

WHY NUMONIX?

Numonix enables businesses to thrive in an era of intelligence and automation with innovative capture, recording and playback solutions.
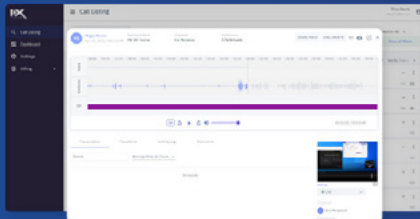
75%
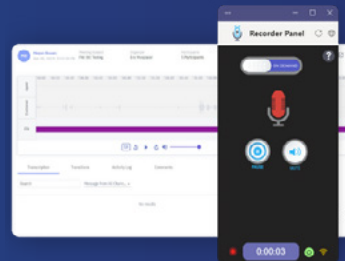of conversations are predicted to will be recorded and analyzed in 2025

2.7B
Meeting minutes or **45 million** hours recorded each year
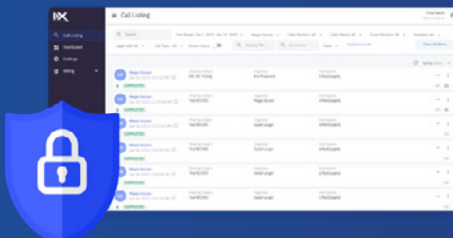
PRODUCT FEATURES

TARGET MEETINGS
Effortlessly capture specific meetings with Target Meetings feature. Seamlessly schedule, record, and archive meetings vital to your business operations.
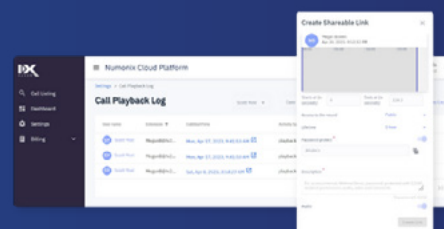

RECORD ON DEMAND & PCI MUTING
Built-in muting for PCI and sensitive data. This feature activates during automatic or on-demand call recordings via the Teams App, ensuring recording integrity.

DATA SECURITY
Roles based access and two-factor authentication, allows only authorized users access.

SECURE SHARE
Calls are digitally signed for tamperproofing and validation. Easily and securely share as needed with internal or external contacts.

NUMONIX
YOUR RECORDING YOUR WAY

+1 (561) 952-2600   Boca Raton, FL   www.numonix.io

Solution certified for **Microsoft Teams**

RECITE 4®

ON-PREMISES SOLUTION TO RECORD AND REVIEW YOUR INTERACTIONS YOUR WAY

ISO 27001 Certified — Information Security Management System

PRODUCT SUMMARY

RECITE securely enables you to record and listen to your calls the way you want to. With customizable widgets and dashboards, customizable replay permission levels, various recording modalities, canned and modifiable reports, and multiple options for built-in storage support we put the right recording intelligence at your fingertips.

ALL-IN-ONE INTERACTION RECORDING AND QUALITY MANGEMENT SUITE

RECITE's all-in-one interaction recording solution and quality management suite enables you to evaluate and elevate employee performance, ensure compliance and truly understand your customer.

REGULATORY COMPLIANCE WITH PCIDSS, HIPAA, BASLII & MORE

To ensure compliance with regulations, RECITE has built-in safeguards, including muting and masking of sensitive information as well as 256-bit encryption.

- **KEYWORD SEARCH**
- **ROLES BASED**
- **GUEST RECOGNITION**
- **MEETS GDPR, MIFID II, HIPAA**
- **RISK MANAGEMENT**
- **DATA SOVEIGNTY**
- **PCI MUTING**
- **DESKTOP RECORDING**
- **QUICK DEPLOYMENT**

YOUR RECORDING. YOUR WAY.

INTEGRATION WITH YOUR BUSINESS COMMUNICATION SOLUTION

RECITE integrates with virtually every available PBX and Unified Communication platform. It is compatible with leading CRM platforms.

HYBRID CLOUD / PREMISES SOLUTION

RECITE is also available as part of a hybrid cloud/premises interaction recording solution when paired with Numonix's IXCloud.

KEY METRICS

RECITE securely records all modalities, including video, screen sharing and chat/IM as well as all audio call scenarios, including PSTN, federated and Meetings. It is customizable to the way you want to record and view your interaction recordings.

80%
Customizable Widgets

100
Replay Permission Levels

50+
Canned and modifiable reports

100%
Satisfaction from 8 recording modalities and 4 types of built in storage

BENEFITS

1. CUSTOMIZABLE TO RECORD YOUR WAY
RECITE features an interface with customizable options. It includes a wide range of widgets, permission levels for replay, recording modes, editable reports, and support for different types of storage.

2. EASY-TO-DEPLOY, USE, AND MANAGE
RECITE makes it easy to deploy, use and manage your interactions. Scale from five to 500,000 users, regionally, nationally or globally.

3. COMPLIANT AND SECURE
RECITE ensures compliance and security with its robust built-in encryption of 256-Bit. Users can securely access and retrieve web-based recordings in .WAV format for effortless file sharing

4. COMPREHENSIVE RANGE OF CONTACT CENTER CAPABILITIES
RECITE offers a suite of contact center features, such as Live Monitoring for immediate agent coaching, Agent Notes and Reference Tagging for convenient searching, and Customizable Dashboards for monitoring real-time metrics.

BUILT FOR CONTACT CENTERS, AI DEVELOPERS, AND MORE...

for Microsoft Teams

PRODUCT SUMMARY

Numonix's Microsoft Certified Teams Recording as a Service (TRaaS) is designed for developers, integrators or large organizations seeking a robust and easy-to-use, compliant, cloud-native recording solution.

With Numonix TRaaS, you can effortlessly record any Microsoft Teams interaction and access high-quality media in a secure, centralized cloud-native solution.

POWERING AI TO FUEL BUSINESS INTELLIGENCE

Powerful architecture allows you to utilize underlying capture data, eliminating the complexities of certification, maintenance, and support. You can focus on leveraging the captured data to fuel your business intelligence.

FLEXIBLE & QUICK DEPLOYMENT

Choose between a hosted and managed environment or deploy and store your recordings in Azure BLOB storage or S3 buckets, giving you the flexibility to store and utilize the data wherever you require, ensuring maximum flexibility and control.

SIMPLIFIED CERTFICATION

Leave the certification, maintenance, and support to us. Our solution is certified and compatible with Microsoft Teams, ensuring compliance and reliability. Numonix's TRaaS solution is fully managed, freeing you from technical burdens and enabling you to focus on what matters most.

RAPID DEPLOYMENT

FULLY MANAGED CLOUD-NATIVE

DATA SOVEIGNTY

CONSUMPTION BASED

POWERING AI

RECORDING FILTERS

COMPLIANCE READY

MAINTENANCE & SUPPORT

SCALABILITY FOR OPERATIONAL EFFICIENCY

IXCLOUD VS TEAMS RECORDING

DIRECT ACCESS

Gain direct access to private bot metrics, logs, and monitoring capabilities. Leverage the power of our APIs to customerize your workflows.

MONITORING DATA

Effortlessly retrieve metrics, logs, and real-time monitoring data, enabling you to stay informed and in control.

USER AUTHORIZATION

IXCloud enables advanced search and playback, mine conversations for keywords and full transcription to quickly resolve compliance needs.

WHY NUMONIX?

With a focus on security, Numonix enables businesses to thrive in an era of intelligence and automation with innovative capture, recording and playback solutions.

75%

of conversations are predicted to will be recorded and analyzed in 2025

2.7B

Meeting minutes or **45 million** hours recorded each year

POWERFUL ARCHITECHTURE

Powerful architecture allows you to utilize underlying capture data, eliminating the complexities of certification, maintenance, and support. You can focus on leveraging the captured data to fuel your business intelligence.

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