

MICROSOFT CALL QUEUES **VS** NUMONIX IXCLOUD

What Regulated Organizations Need to Know About Teams Recording

Microsoft Teams is the communications backbone of the modern enterprise, handling customer conversations, financial advice, patient interactions, student support sessions, government inquiries, and countless other business-critical communications.

As a result, organizations increasingly ask a simple question:

Do we need a dedicated compliance recording solution, or can we simply use Microsoft Call Queues recording?

That's a relevant question to ask up front and the answer really depends on why you're recording. If your objective is convenience, documentation, training, or basic operational visibility, Microsoft's native capabilities may be sufficient. If you're a regulated industry, though, your objective is compliance, governance, defensibility, risk management, and the ability to defeat an audit.

Once you grasp this difference, you'll understand that Numonix's IXCloud compliance-caliber call recording solution for Teams and Microsoft's native recording capability within the Call Queues app aren't in the same product category.

Call Queues is a convenience recording feature.

IXCloud is a compliance recording platform.

Understanding that distinction is critical.

COLLABORATION PLATFORM VS. COMPLIANCE PLATFORM

Microsoft's mission is to build the world's leading collaboration platform. Numonix's mission is to help govern communications as business records, evidence, and regulated data.

Microsoft's own compliance recording guidance describes Teams compliance recording as a framework that supports certified third-party compliance recording solutions for organizations subject to regulations such as MiFID II, Dodd-Frank, HIPAA, FDCA, and GDPR. [learn.microsoft.com]

That distinction matters. Microsoft provides the collaboration layer. Compliance recording specialists provide the compliance layer.

As Numonix CEO Michael Levy says of the Call Queues app:

"(Microsoft's native recording) is very convenient. But if it's part of a license, do you really think it gives you everything you need for compliance?"

That question sits at the center of this discussion.

MICROSOFT CALL QUEUES VS. NUMONIX IXCLOUD

Microsoft's Call Queues recording capability is designed to automatically record qualifying inbound call queue interactions. Microsoft documentation states that recordings can be stored in SharePoint and accessed through the Queues application. Microsoft also states that outbound calls require separate compliance recording policies and are not treated as queue recordings. [learn.microsoft.com]

For many organizations, that may be perfectly adequate. For regulated organizations, recording the call is only the beginning.

HEAD-TO-HEAD COMPARISON

Requirement	Microsoft Call Queues	Numonix IXCloud
Automatic recording of inbound queue calls	Yes	Yes
Outbound call recording	Requires separate compliance recording policies; outbound calls are not associated with queue recording	Policy-driven recording architecture extending beyond queue-only scenarios
Queue transfers and broader call scenarios	Not described as part of Call Queues scope	Designed for broader Teams recording use cases
Playback auditing	Not identified in reviewed Microsoft documentation	Auditable playback and governed access controls
Legal hold	Not identified in reviewed Microsoft documentation	Supported



Requirement	Microsoft Call Queues	Numonix IXCloud
Digital signatures	Not identified in reviewed Microsoft documentation	Supported
PCI muting	Not identified in reviewed Microsoft documentation	Supported
Custom retention profiles	Not identified in reviewed Microsoft documentation	Supported
Controlled playback permissions	Not identified in reviewed Microsoft documentation	Supported
SOC 2 Type II	Not presented as a Call Queues capability	Yes
ISO 27001	Not presented as a Call Queues capability	Yes
Microsoft Teams Certified Solution	Native Microsoft capability	Microsoft Teams Certified Solution

Microsoft's queue recording functionality was designed to answer the question, **"Can I automatically record inbound queue calls?"**

IXCloud answers a radically different question. **"Can I govern, secure, audit, retain – and defend those recordings when the audit happens?"**

As Levy observes,

"As soon as it leaves that Teams queue, you're on your own."

That distinction becomes increasingly important in regulated industries.

FINANCIAL SERVICES: RECORDING AS EVIDENCE

Financial institutions record communications because having a non-negotiable record of what transpired in a call is worth its weight in litigation gold. Another reason is that regulators require them to.

The challenge goes far beyond the simple task of capturing conversations. These firms need to know – and prove – that communications were captured, retained, protected, and supervised with world-class security. Then, they have to be retrievable when regulators ask for them.

RELEVANT REGULATIONS

Let's look at the regulations that are most relevant for global financial services customers and dig into what call recording providers must do to support compliance.

Regulation	Description	What a Recording Platform Must Do
SEC Rule 17a-4	Governs preservation and retention of broker-dealer records	Preserve recordings in a tamper-evident manner, enforce retention policies, provide rapid retrieval, and maintain chain of custody.
FINRA Rules 3110 & 4511	Supervisory and recordkeeping obligations for broker-dealers	Support supervision, retention, playback controls, auditability, and evidentiary access
Dodd-Frank Act	Requires retention of communications related to certain swaps and derivatives activities	Capture communications, preserve records, support long-term retention, and facilitate regulatory review
MiFID II	EU regulations governing investment communications	Record relevant conversations, enforce retention requirements, ensure secure storage, and support regulator requests.



FINANCIAL SERVICES COMPARISON

Now, let's understand how Microsoft Call Queues (a convenience recorder) compares on these features with Numonix's IXCloud (a true compliance-caliber call recording platform).

Requirement	Microsoft Call Queues	Numonix IXCloud
Record inbound queue calls	Yes	Yes
Record outbound regulated communications	Requires separate compliance recording policies	Supports broader Teams capture scenarios
Playback auditing	Not identified in reviewed Microsoft documentation	Full audit trails for playback and access activity
Legal hold	Not identified in reviewed Microsoft documentation	Supported
Tamper-evidence	Not identified in reviewed Microsoft documentation	Digital signatures and evidentiary integrity controls
Encryption	Standard Microsoft security controls	Compliance-focused encryption architecture
Regulatory governance	Recording functionality	Purpose-built governance, retention, defensibility, and compliance controls
Controlled access	Not identified in reviewed Microsoft documentation	Role-based access controls and playback permissions

Put yourself in the role of the auditor – or, worse, the company being audited – and understand the importance of how you're able to answer the question, **"Can you produce the recording, prove it hasn't been altered, show who accessed it (and why), and demonstrate that your retention policy was followed?"**

Convenience recorders don't answer this question. Compliance-caliber call recording platforms live in this space.

HEALTHCARE: PROTECTING PATIENT COMMUNICATIONS

Healthcare organizations increasingly use Teams for telehealth, patient scheduling, care coordination, billing discussions, and patient engagement. The challenge is governing what happens afterward.

RELEVANT REGULATIONS

Let's look at the regulations that are most relevant for healthcare customers and dig into what call recording providers must do to support compliance.

Regulation	Description	What a Recording Platform Must Do
HIPAA	Protects patient health information and establishes safeguards around healthcare records	Restrict access, encrypt data, provide audit trails, and support retention controls
HITECH Act	Strengthens enforcement and reporting requirements related to healthcare information	Demonstrate accountability, support auditability, and protect stored recordings
State Privacy Regulations	Vary by jurisdiction and govern recording consent, privacy, and disclosure	Apply governance controls, access restrictions, and retention policies



HEALTHCARE COMPARISON

Now, let's understand how Microsoft Call Queues and Numonix's IXCloud stack up, head-to-head, in this industry.

Requirement	Microsoft Call Queues	Numonix IXCloud
Record patient-facing queue interactions	Yes	Yes
Centralized compliance repository	SharePoint storage and Queues access	Purpose-built compliance repository
Controlled playback	Not identified in reviewed Microsoft documentation	Role-based playback permissions
Playback auditing	Not identified in reviewed Microsoft documentation	Complete audit history of recording access
PCI muting	Not identified in reviewed Microsoft documentation	Supported
Compliance-oriented retention controls	Not identified in reviewed Microsoft documentation	Policy-based retention profiles
Secure governed access	Not identified in reviewed Microsoft documentation	Granular access controls and secure sharing
Legal hold	Not identified in reviewed Microsoft documentation	Supported

As with financial services companies, healthcare organizations need governance around recorded calls – not just the recordings.



GOVERNMENT: TODAY'S TEAMS CALL IS TOMORROW'S PUBLIC RECORD

Government organizations often face an entirely different challenge – namely, that a conversation that appears routine today can become part of a public-records request, audit, investigation, inquiry, citizen complaint, or litigation matter tomorrow.

RELEVANT REGULATIONS

Once we turn to government regulations, we open up a vast variety of oversight bodies, from federal to local government needs. However, the demands on call recording providers are very consistent with what we've seen with other regulated industry verticals.

Regulation	Description	What a Recording Platform Must Do
Public Records Laws	Governments must preserve official records and make certain records available upon request	Capture communications, support retention schedules, maintain integrity, and support retrieval
Freedom of Information Requirements	Citizens may request access to government records	Search, retrieve, audit, and securely provide records
State & Local Records Retention Rules	Define preservation requirements for communications	Enforce retention policies and demonstrate compliance

GOVERNMENT COMPARISON

Again, as we've seen in other industry verticals, Numonix IXCloud is built for a governance-first capture and security posture - convenience recorders are not.

Requirement	Microsoft Call Queues	Numonix IXCloud
Record queue interactions	Yes	Yes
Public-record governance	Not described in reviewed Microsoft documentation	Governance-first architecture
Playback auditing	Not identified in reviewed Microsoft documentation	Full playback and access auditing
Access accountability	Not identified in reviewed Microsoft documentation	Role-based permissions and accountability controls
Retention governance	Not identified in reviewed Microsoft documentation	Policy-driven retention controls
Legal hold	Not identified in reviewed Microsoft documentation	Supported
Secure sharing	Not identified in reviewed Microsoft documentation	Controlled sharing workflows
Defensible records repository	Not identified in reviewed Microsoft documentation	Digital signatures and evidentiary controls

Government buyers care less about convenience and more about accountability. That's where compliance recording platforms separate themselves from recording features.

EDUCATION: STUDENT DATA REQUIRES GOVERNANCE

Educational institutions increasingly rely on Teams for admissions, counseling, safeguarding discussions, student support services, parent communications, and administrative coordination.

Many of these conversations contain sensitive information.

RELEVANT REGULATIONS

In the educational world, data protection and privacy are the keys to record keeping and disclosure. And, again, we find that the same rigor that has been applied to other regulated industries pays off in this market, as well.

Regulation	Description	What a Recording Platform Must Do
FERPA	Protects student educational records and governs disclosure	Restrict access, maintain auditability, preserve records, and support controlled retrieval
State Education Privacy Laws	Additional protections around student information and communications	Support governance, retention, auditability, and secure access controls
Institutional Governance Policies	Internal policies governing communications and records management	Enforce retention, access controls, and records integrity requirements



EDUCATION COMPARISON

Again, when we compare a compliance-caliber call recording platform to a convenience recorder, we see a stark difference between what's built-in and what's left out.

Requirement	Microsoft Call Queues	Numonix IXCloud
Record student-support interactions	Yes	Yes
Role-based access controls	Not identified in reviewed Microsoft documentation	Granular role-based security
Playback auditing	Not identified in reviewed Microsoft documentation	Auditable playback history
Retention controls	Not identified in reviewed Microsoft documentation	Policy-driven retention management
Long-term governance	Not identified in reviewed Microsoft documentation	Compliance-focused governance framework
Governance of sensitive communications	Not identified in reviewed Microsoft documentation	Controlled access and accountability workflows
Secure sharing	Not identified in reviewed Microsoft documentation	Governed secure-sharing capabilities
Defensible archive	Not identified in reviewed Microsoft documentation	Digital signatures and evidentiary controls

Educational institutions increasingly face many of the same governance challenges as healthcare and government organizations.

Recording is only part of the solution.

TRUST AND GOVERNANCE

For regulated buyers, demonstrated trust – verified by independent regulatory bodies – is often a mandatory first step.

The Numonix Trust Center highlights three important trust signals:

- *ISO 27001 certification*
- *SOC 2 Type II attestation/accreditation*
- *Microsoft Teams Certified Solution status*

The Trust Center also explains that Microsoft Teams Certified Solutions must meet Microsoft's standards around technical integration, security, compliance, performance, regulated-industry support, real-time media capture, tenant isolation, and platform alignment. You can find the Trust Center here, on the Numonix website.

These credentials matter because they provide third-party validation of security controls, governance processes, and operational discipline.

WHY MICROSOFT AND NUMONIX ARE SOLVING DIFFERENT PROBLEMS

The most important thing to understand is that Microsoft and Numonix are operating under fundamentally different priorities. Microsoft must build a collaboration platform capable of serving hundreds of millions of users across every industry and use case.

Numonix focuses on winning in one spot: **How to securely capture, govern, retain, protect, and defend communications in regulated environments.**

Microsoft optimizes for collaboration. Numonix optimizes for compliance. Both are valuable. But they are not interchangeable.

Microsoft's queue recording capability is designed to solve a workflow problem. IXCloud is designed to solve a governance problem. The distinction is critical, particularly when potentially tens of millions of regulatory fines (and worse) hang in the balance for regulated customers thinking they can save a few dollars per seat.

CONCLUSION: CONVENIENCE VS. COMPLIANCE

Regulated organizations should not confuse recording with compliance. Where one records an incoming call and saves it for the user, the other creates a framework of governance around that file.

The over-arching question of whether your company can survive an audit, investigation, compliance review, public-records request, or legal challenge should dictate how seriously you take call recording.

Numonix IXCloud is designed to help organizations govern communications as immutable evidence. Its architecture, certifications, governance controls, auditability features, retention management, and security posture are built specifically for that purpose.

If your objective is convenience, Microsoft may be enough. If your objective is compliance, defensibility, governance, accountability, and risk reduction, that is precisely why IXCloud exists.

