Teams is gaining popularity.

By May 2025, we know that there are 80 million Teams Phone users, of which over 20 million are PSTN users[1]. Teams is no longer just a tool for internal messaging: it's where critical customer conversations, remote consultations, and high-stakes negotiations happen every day.

[1]https://ucmarketing.co.uk/state-of-microsoft-teams/

There are 3 key reasons why organizations in 2025 are turning to enterprise-grade Teams call recording solutions
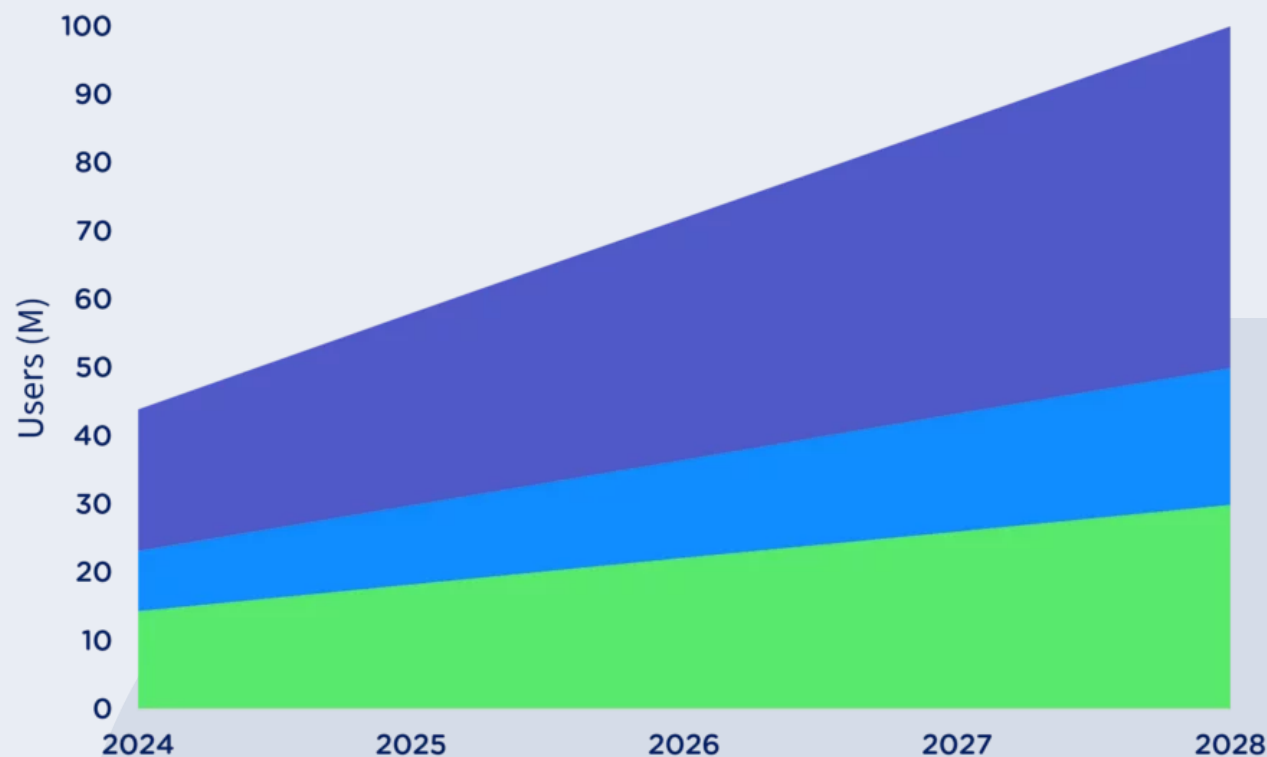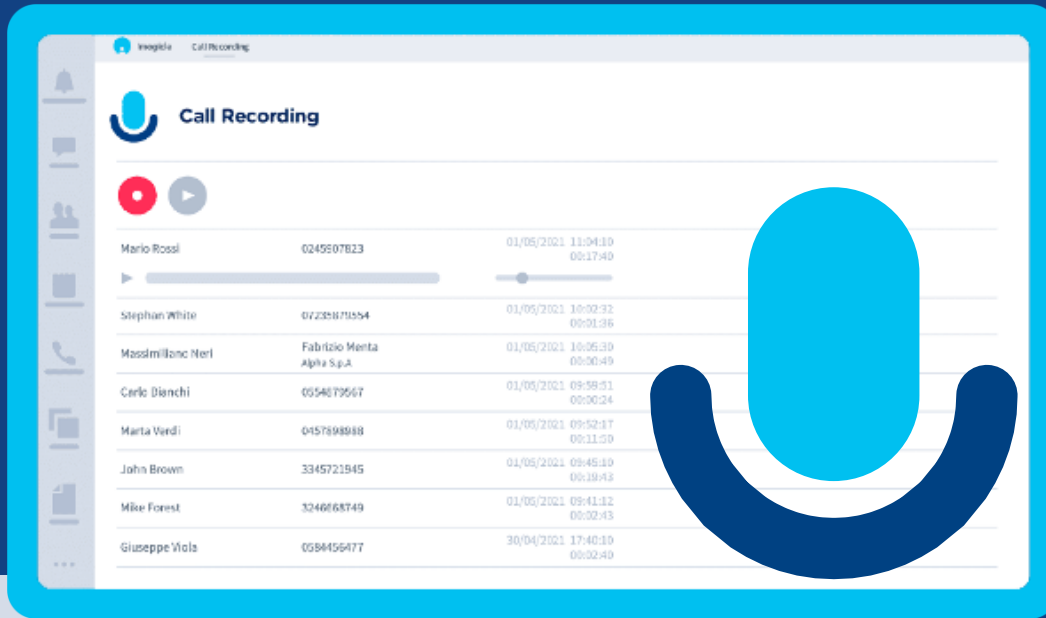

Call quality, training, and CX optimization

Supervisors can review interactions, identify gaps, and deliver feedback. All based on real conversations. Native Teams recording doesn't offer this level of integration or insight.

Accountability across all interactions

In a world where business conversations happen anywhere, enterprise **Call Recording ensures that every critical interaction is documented, traceable, and verifiable**, eliminating the 'he said, she said' effect.

## Compliance is a business requirement

Certain sectors must **comply with regulations** like **MiFID II, HIPAA, GDPR, and PCI-DSS**. The native Teams voice call recording doesn't provide the granular control, secure storage, or audit-ready access required for these standards.

What do companies use Call Recording for?

Some use cases.

Implementing call recording in Microsoft Teams isn't just about checking a compliance box. It **unlocks tangible value across different business units, departments, and industries** especially when using an advanced third-party solution with built-in intelligence and policy control.

Let's explore how organizations are using Call Recording in Teams today.
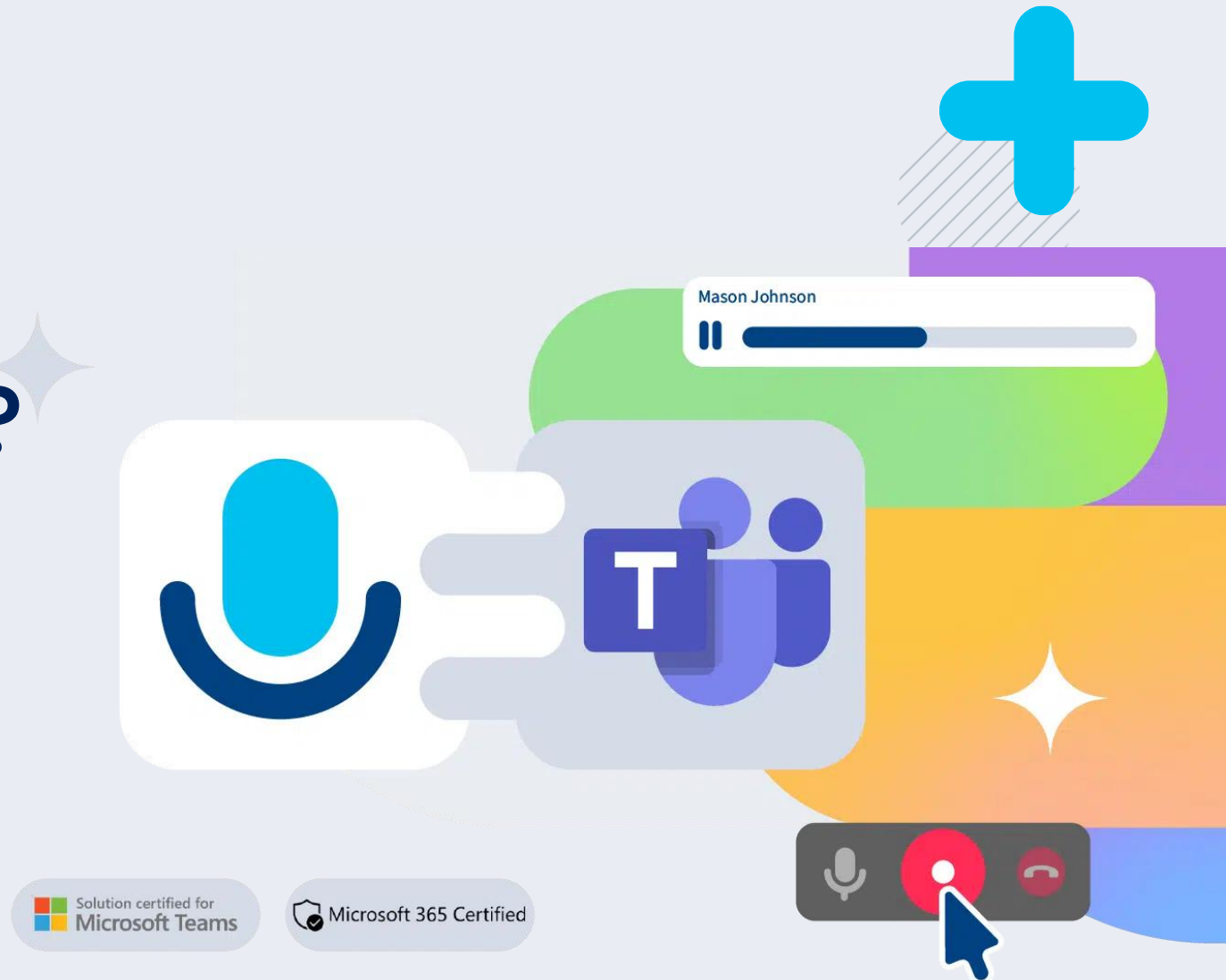
Financial services

Teams recording compliance and dispute resolution

In banking, trading, insurance, and investment services, regulatory **compliance is non-negotiable**. Organizations are required to record all client communications under laws like MiFID II, Dodd-Frank, and PCI-DSS. With Teams now used for voice and video calls with clients and advisors, recording those interactions ensures:

- Evidence of financial transactions and advice

- Audit-readiness for regulatory bodies

- Protection against litigation or miscommunication

A **third-party compliance call recording solution provides automated rules** to ensure the right users and groups are always recorded, no exceptions.
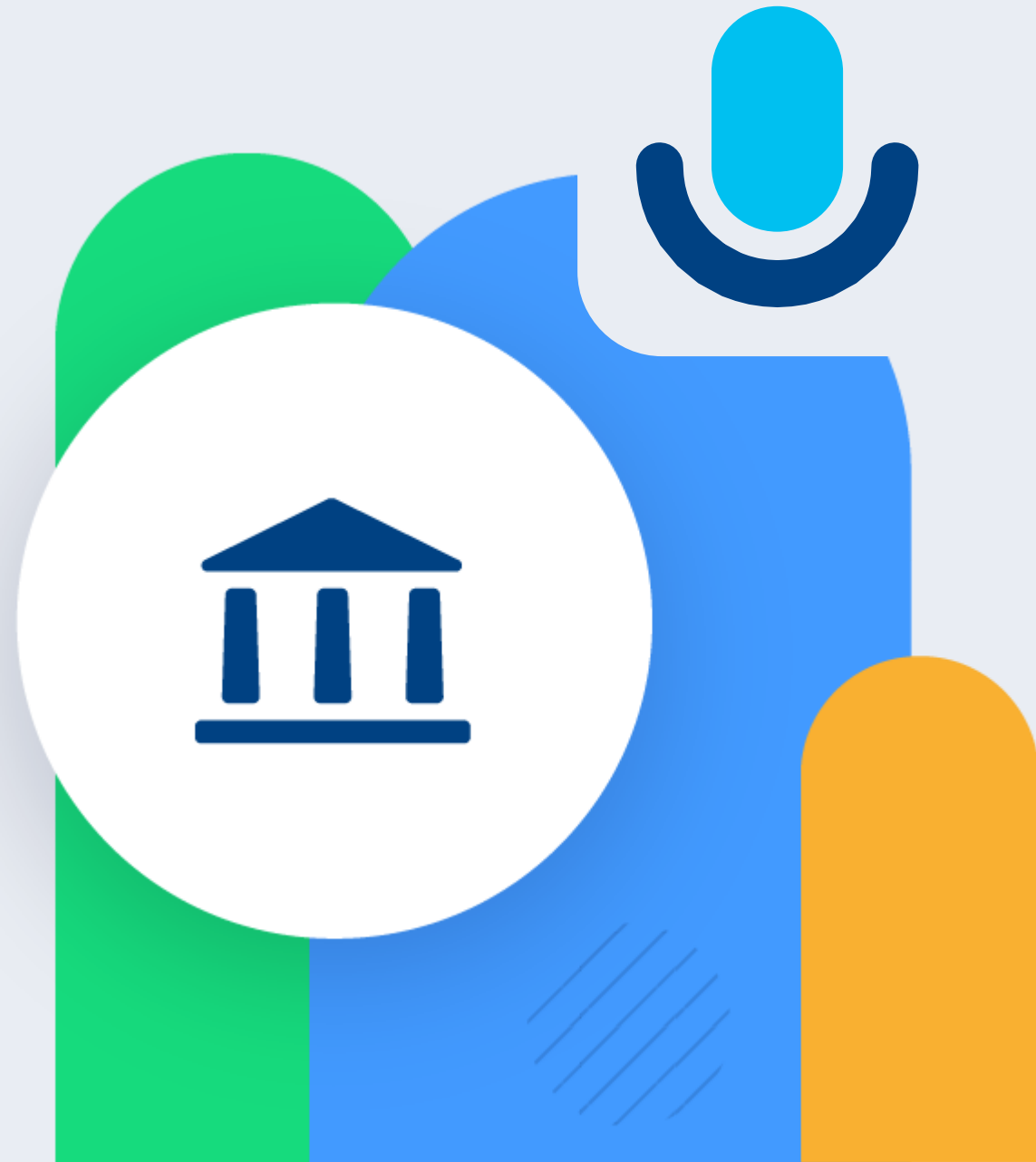
Healthcare

Protecting patient data and ensuring accountability

For healthcare providers using Microsoft Teams for telemedicine or care coordination, **patient privacy is paramount**. **Native Teams recording isn't sufficient to meet HIPAA or GDPR requirements**, which demand strong encryption, access controls, and data retention policies.

By adopting a Microsoft Teams HIPAA-compliant recording solution, healthcare organizations can:

- Record and store patient interactions securely
- Control who can access sensitive recordings
- Provide audit trails for medical boards or insurance providers

Customer service

Training, quality assurance, and escalation management

Teams contact centers and customer service teams rely on voice interactions to drive satisfaction and loyalty. **Compliance Call Recording for Teams gives supervisors visibility into service quality and agent performance**.

Use cases include:

- Reviewing escalation calls to improve first-call resolution

- Identifying knowledge gaps and coaching opportunities

- Ensuring that agents follow scripts, disclosures, and tone guidelines

- Advanced solutions even allow flagging by keywords or AI-driven sentiment analysis, unlocking powerful insights for CX leaders.

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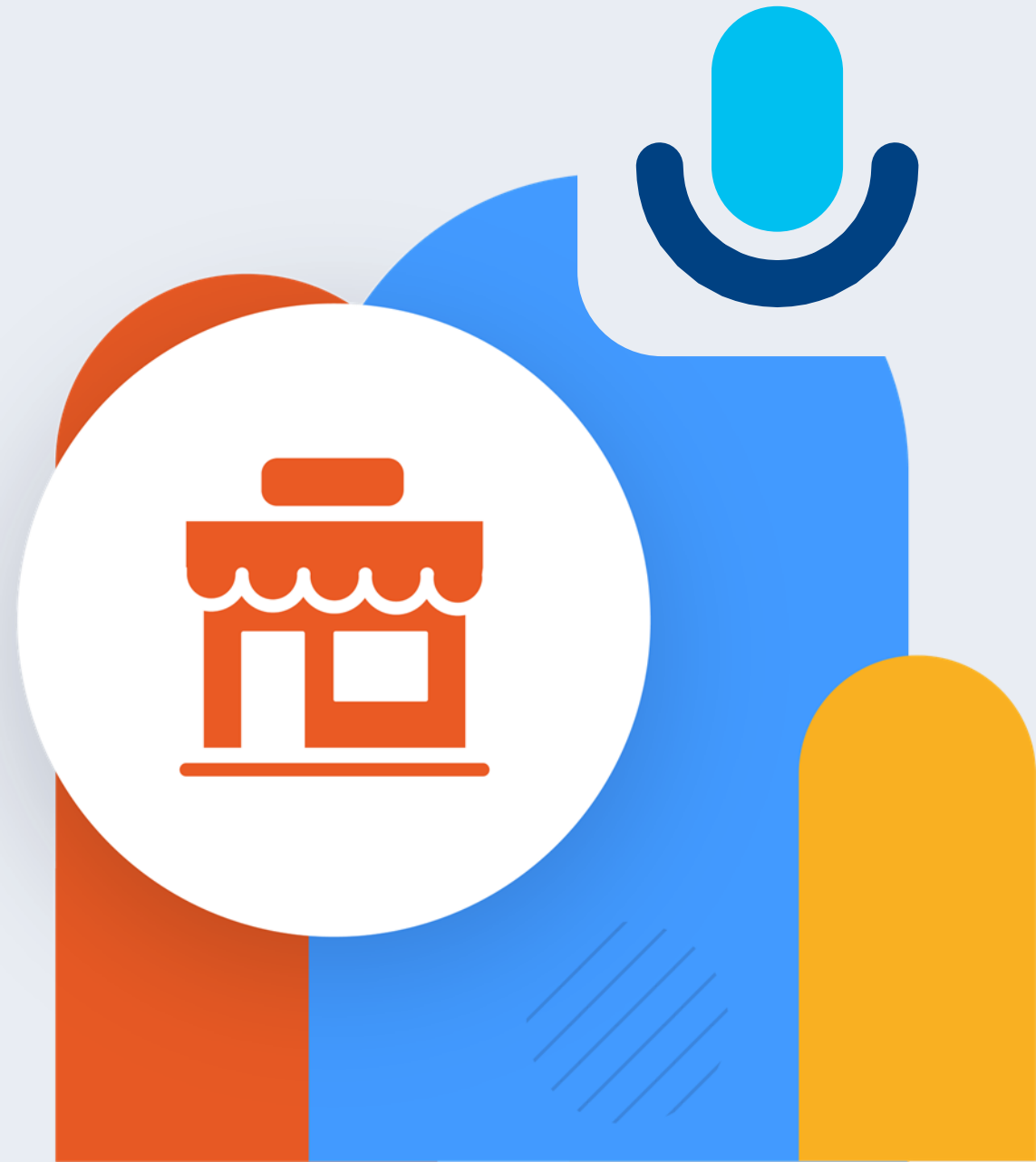
Legal services

Law, public sector, and compliance-driven industries

Public institutions and legal firms are also moving to Microsoft Teams for internal and external communication, triggering the urgent need to ensure Teams call recording compliance: in these environments, **recording policies must be defensible**. Whether it's attorney-client conversations, court-related meetings, or sensitive policy discussions, the right compliance recording solution can support:

- Transparency in decision-making processes

- Legal discoverability

- Public record keeping

Must-have features for Call Recording

A modern compliance-grade recording solution for Microsoft Teams must go beyond "record" and "play." It should enable recording management at scale, data protection, and AI analysis.

Automatic and policy-based recording

Manual recording leads to human error and compliance risk. A robust solution must allow for policy-based recording, enabling organizations to define exactly who is recorded, when, and under what conditions without relying on end users to press a button.

Secure, compliant storage and access control

Storing call recordings isn't just about saving space. It's about protecting sensitive information. Solutions should offer **end-to-end encryption** (in transit and at rest), **role-based access control** (RBAC), **tamper-proof storage, Legal Hold and configurable retention policies**.

Centralized portal for retrieval and search

A call recording is only valuable if it can be found and reviewed easily. Enterprise-grade Teams voice call recording offer **intuitive dashboards and search functionality that make it possible to retrieve calls** by user, date, duration, or tags, filter recordings for audit, training, or legal review, add metadata to facilitate compliance workflows.

Intuitive user experience

With built-in compliance and AI behind the scenes, it would be a pity to subject call recording users to a poor user experience, possibly hindering the investment in the tool. A good, if not great, user experience is pivotal for the correct adoption of call recording.

AI & voice analytics-ready

Solutions should be designed to integrate (or already include) voice analytics capabilities, unlocking insights such as transcription, keyword spotting, sentiment analysis, compliance alerts.
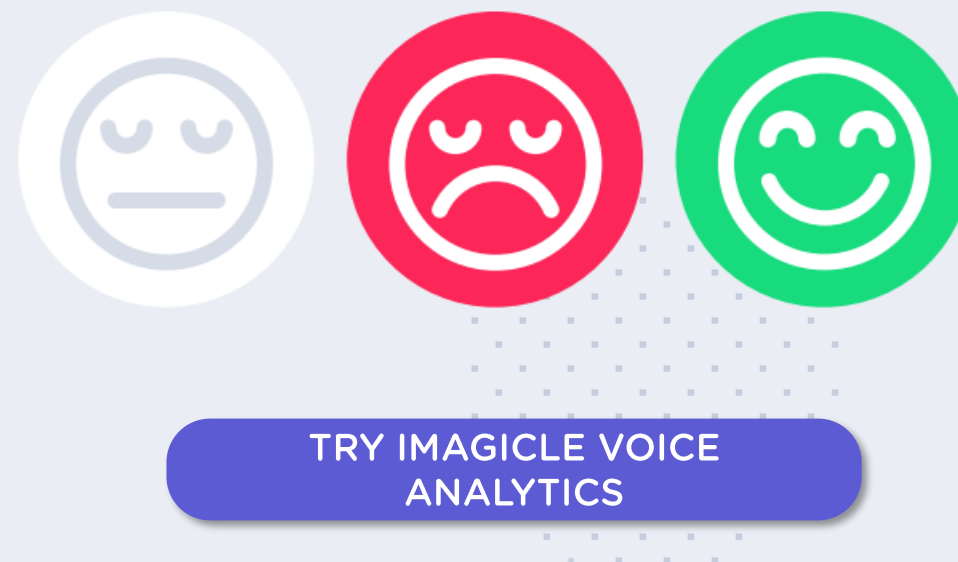
Voice Analytics

Turning conversations into insights

Recording Teams calls is just the beginning. The true value of call data emerges when it's analyzed, turning hours of conversation into actionable insights that can improve operations, compliance, and customer experience.

This is where **Voice Analytics** comes into play.

By **combining call recording with AI-powered analytics**, organizations can gain a **deeper understanding of what's really happening in their conversations** cross departments, teams, and regions.

TRY IMAGICLE VOICE ANALYTICS

Automated transcription and keyword recognition

Voice Analytics begins with **speech-to-text transcription, transforming recorded conversations into searchable, structured text**. This enables:

- Rapid search for specific words, phrases, or customer identifiers

- Tagging of calls for legal, compliance, or HR purposes

- Automated alerts for sensitive topics (e.g. "cancel," "lawsuit," "mistake")

For businesses operating in compliance-heavy sectors, this means faster response times and more defensible documentation.
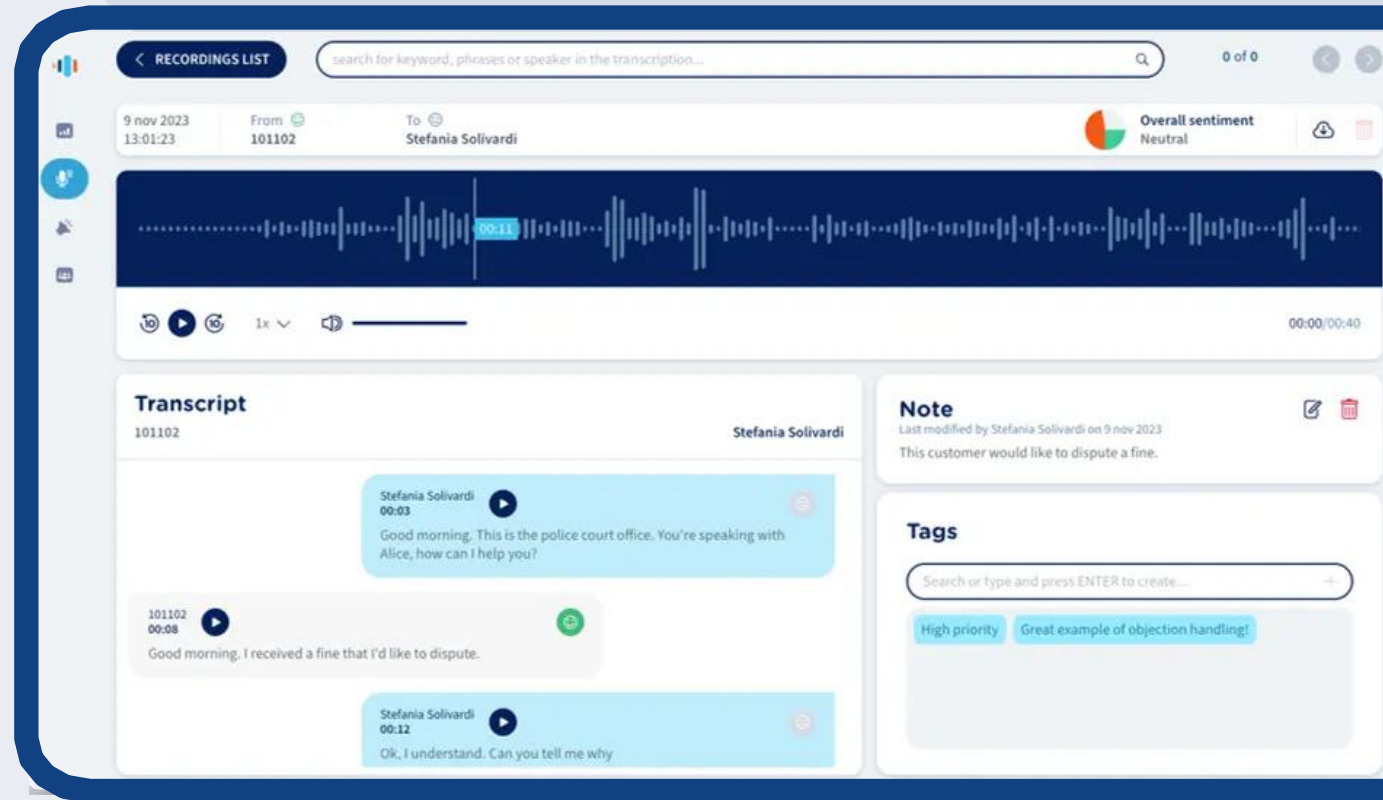
Sentiment analysis and quality monitoring

AI-driven tools can detect language patterns in conversations, helping organizations identify:

- Dissatisfied or frustrated customers
- High-performing agents or advisors
- Coaching opportunities based on phrasing

This is particularly **useful in customer service environments**, where sentiment can be an early indicator of churn or brand loyalty.

Performance metrics and CX improvement

Voice analytics can **surface macro trends** across thousands of Teams voice calls, helping leadership teams answer questions like:

- Which topics drive the most escalations?

- Are regulatory disclosures being delivered consistently?

- What differentiates our top-performing agents?

This data feeds into continuous improvement cycles for both compliance and customer experience, making every recorded call a valuable source of operational intelligence.
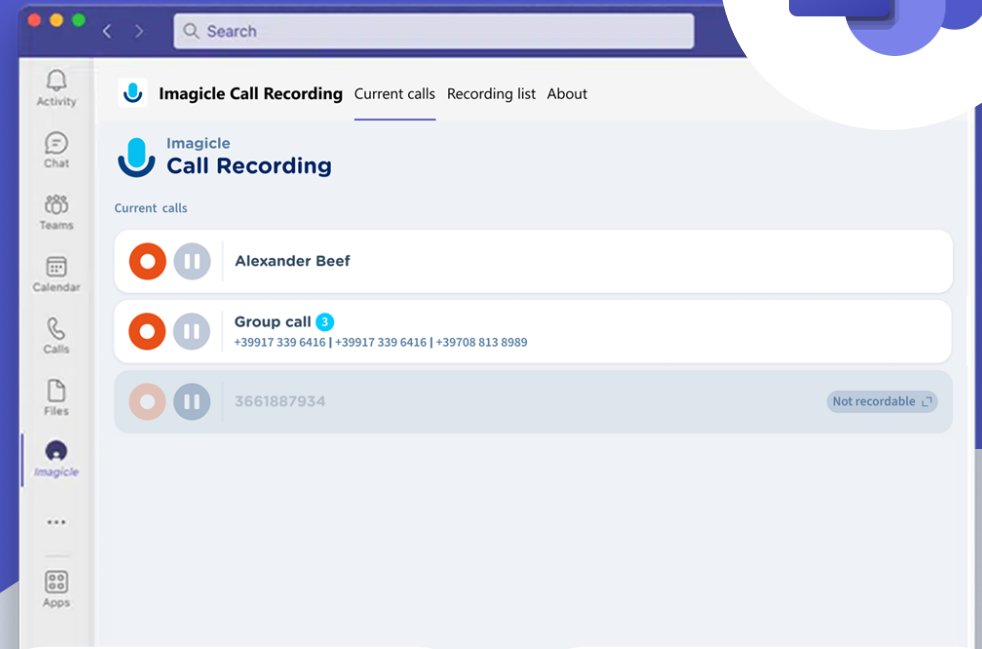
Why you should choose Imagicle

For recording and analytics.

Our Call Recording solution is **designed to meet the highest standards of security, compliance, and usability, while integrating seamlessly into your existing Teams environment**.

- **Automatically record Teams calls** including peer-to-peer, PSTN, and external calls

- **Apply granular policies** to define who gets recorded, when, and under which conditions

- **Store recordings securely in Azure, On-Prem, or in the Cloud** with encryption, access control, and long-term retention

- **Search, retrieve, and share recordings** easily via a web portal with advanced filters

- **Enable voice analytics** to uncover insights, improve quality, and support compliance

Q Search

🎙 **Imagicle Call Recording**   Current calls   Recording list   About

🎙 **Imagicle Call Recording**

Current calls

⏺ ⏸   **Alexander Beef**

⏺ ⏸   **Group call** 3
+39917 339 6416 | +39917 339 6416 | +39708 813 8989

⏺ ⏸   3661887934   Not recordable ⧉

Activity
Chat
Teams
Calendar
Calls
Files
Imagicle
Apps

Solution certified for Microsoft Teams

Microsoft 365 Certified

BOOK YOUR DEMO

Imagicle UCX platform

Elevating the experience of your teams and customers,
making your MS Teams a better place, with AI infused services.

Welcome

customers through voice-digital interactions with smart workspaces.

- Attendant Console
- Omnichannel Agent Console
- Auto Attend. /Adv. Queueing

Automate

conversations with customers and colleagues via digital & voice channels.

- Virtual Receptionist
- Virtual Agent – Digital
- Virtual Agent - Voice

Microsoft Teams

Ensure

adherence to external regulations and internal procedures.

- Call Recording
- Digital Fax

Analyze

to optimize and enhance customer and employee experiences.

- Call & Digital Analytics
- Transcriptions, Alerts, Insights
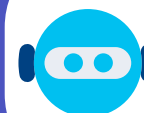- Sentiment Analysis

HUMAN AND VIRTUAL BETTER TOGETHER.

Exclusive Microsoft Teams native integrations.

Attendant Console
Integrated with ACS, modern and easy to use operator console covering hybrid scenarios and advanced needs.

AI Virtual Receptionist
Connect customers to the contact they're looking for through AI-powered intuitive and natural voice interactions.

Engage Advanced
The ultimate Omnichannel Contact Center Solution including Virtual Agents, designed to optimize and automate customer interactions across all channels

Call Recording + Voice Analytics
Compliance voice recording with voice AI analysis.

Digital Fax
Send and receive faxes directly from your MS Teams client. No hardware needed.

Call Analytics
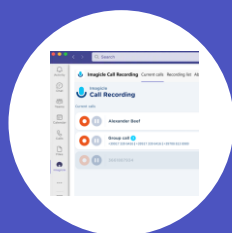**+50 ready to use reports** for granular analysis (extensions, departments, trunks, lines…)

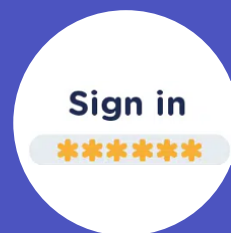# One Platform, One Experience.

Your job done faster, smarter, and easier.

AUTOMATIC USER'S SYNC FROM ENTRA ID

INTO YOUR MICROSOFT APP

MS TEAMS SSO TO ALL IMAGICLE APPLICATIONS

LOCAL REGION CLOUD SUPPORT, PUBLIC-PRIVATE

FLEXIBLE LICENSING AND UNLIMITED SCALABILITY

Agent and Attendant Console and Compliance Recording CERTIFIED!

Microsoft 365 Certified

Security and Privacy

Attendant Console ✓

Agent Console ✓

Compliance Recording ✓

Solution certified for Microsoft Teams

Functionality

Attendant Console ✓

Agent Console ✓

Compliance Recording ✓

CONTACT US

Get it from
Microsoft AppSource

Available on
Microsoft Azure Marketplace

Big news: transactable on the Microsoft Marketplaces!
Expected by Early September.

Contact Center

Call Recording

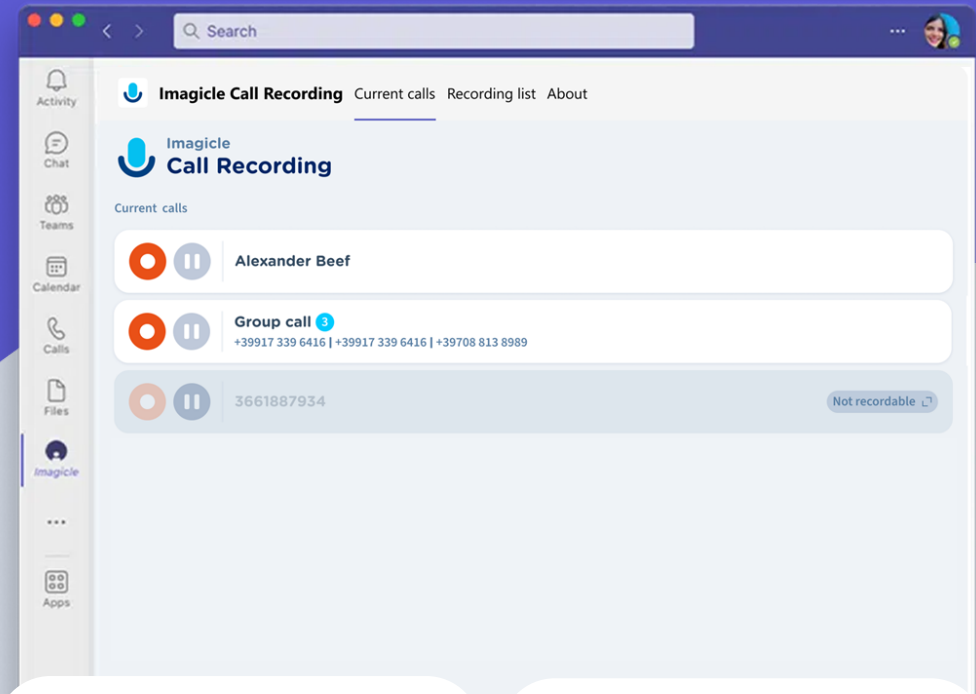**Attendant Console**

Easily find and purchase Imagicle apps.

Enabling a smooth migration to the cloud.

- Full support of Hybrid and mixed environments with leading calling platforms in the Cloud or On-Prem

- Fully integrated with customers' daily tools: Webex App, Jabber, and MS Teams client
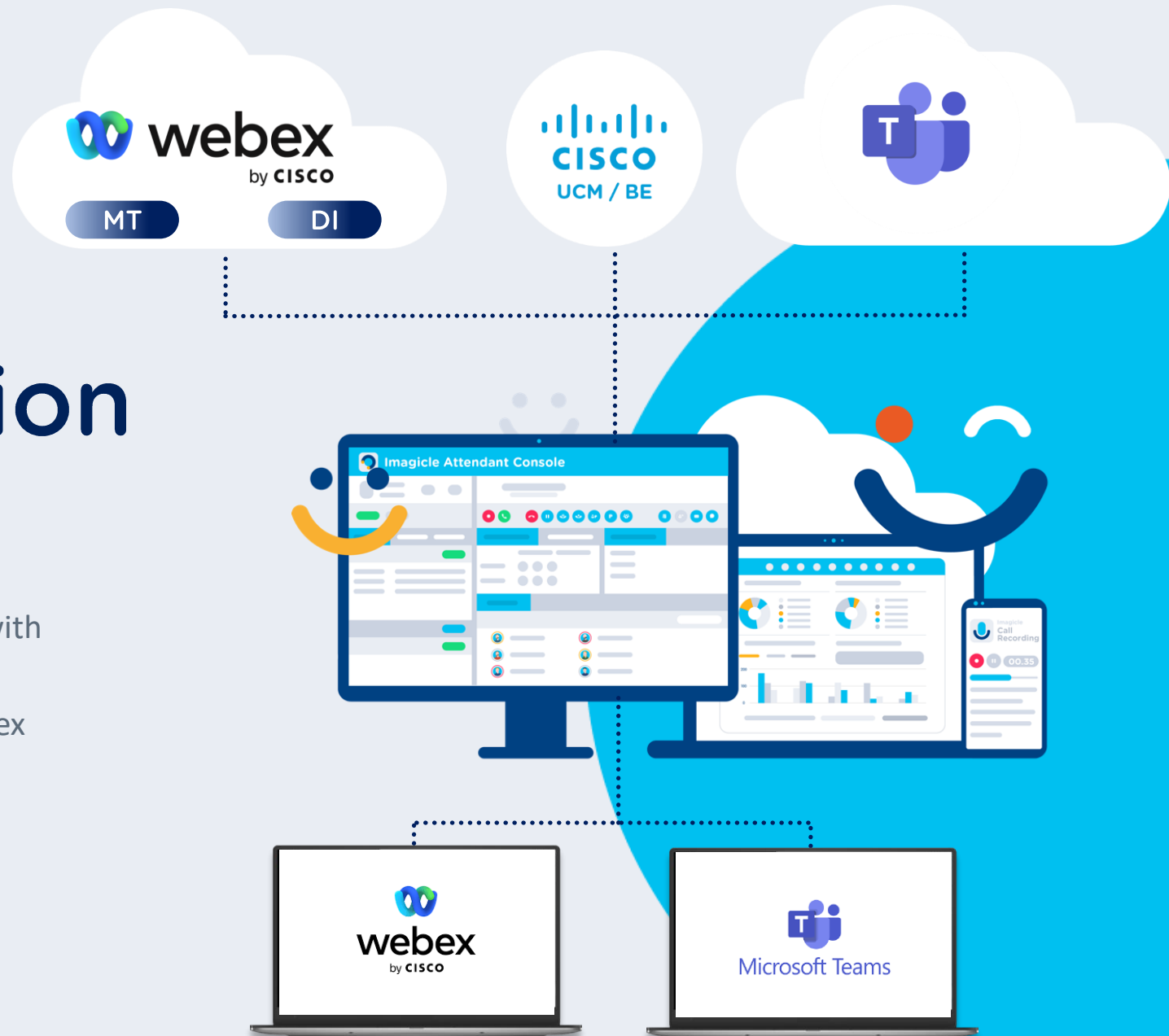
Designed to protect your data.

Top level security for your business.

Physical security.

Imagicle Cloud is based on AWS, so your private instance can rely on the top-level security of a leading cloud provider.

Product security.

We develop our apps, putting your security first, with our Secure Software Development Lifecycle approach.
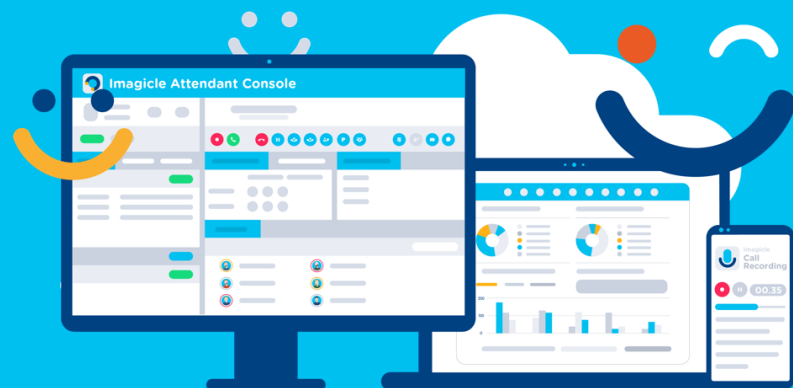
OWASP Vulnerability.

We keep update your apps against the top 10 known vulnerabilities, while performing penetration testing.

Privacy.

We adhere to privacy and data protection programs as per international regulatory organizations.

About Imagicle.

Microsoft Gold Partner

+130
HAPPY PEOPLE
A multinational organization,
with a team distributed in several offices in
Italy, Miami, Dubai, Paris, and in Riyadh

+15
YEARS' EXPERIENCE
A long experience in the UC and Contact
Center world. A strategic partnership with
Cisco since 2012. Microsoft Gold Partner for
Apps Development and Amazon Web Services
Select Partner.

+2,800
ACTIVE CUSTOMERS
Thousands Mid Large Customers in more than
150 countries are using Imagicle apps to
improve their communications and make them
faster, smarter, easier.

1
PLATFORM
A unified portal for your AI, UC, digital, and
collaboration services: one experience, one
support, one partner, granting a unified
experience. For admins & all users.

All the services you need.

ImagicleCare and Advanced Services, delivered by experts obsessed by making customers happy.