clarify®

for Microsoft Teams

Compliance recording that keeps your business safe and your customers happy.

OAK innovation

Calls. Video. Screen-sharing. Chat.

Clarify has your back.

Clarify for Microsoft Teams

Capture all your Teams conversations, including incoming, outbound and mobile calls, video conferencing, screen-sharing and chat. Every single file is encrypted, securely stored, and easy to find for analysis, training and compliance purposes.

Compliance recording for all Teams communication

Clarify uses Microsoft Graph API integration to record every channel, so no conversation is missed and you can store everything for as long as you need. Keep track of who said what and tick all the regulation boxes, including Dodd-Frank, FCA, GDPR, HIPAA, MiFID II and PCI DSS.

Intelligent search and playback

Find the answers you want, when you want them. Add tags, flags and notes to make filtering easy, and even integrate Clarify with Dynamics CRM to quickly find recordings by client name or phone number.

Easy provisioning and single logon with Active Directory

Simplify access by creating users across your organization and using your Microsoft login details to access your Clarify recorder.

Secure file-sharing

Provide time-limited access to a specific Clarify record with people inside or outside your organization, without the need to send large data files by email.

Send voice data to Microsoft Insights

Ever wondered how good your staff are with customers? Use Call Journey speech analytics to check recording for key words, script adherence and emotions. Send voice transcriptions to MS Insights to track performance, identify compliance risks, and gain a better understanding of customer experience.

Flexible deployment options

Whether you use Teams for all your communications or alongside existing on-premises or hosted telephony, Clarify captures it all. Choose Standard integration or add capabilities for a complete communications solution.
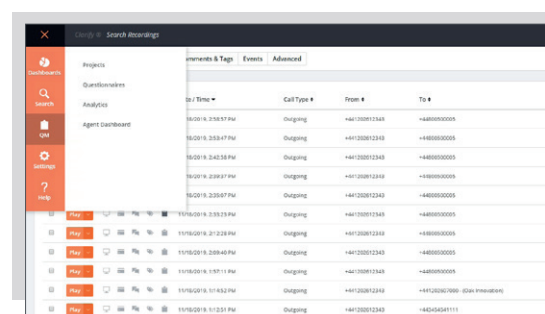
clarify®

ideas that change everything

Microsoft Partner

Choose from Standard and Advanced integration options to match your recording needs.

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for Microsoft Teams

	Clarify Standard	Clarify Advanced
INTEGRATION		
Real time integration with Teams	✓	✓
Active Directory		✓
CAPTURE AND PLAYBACK		
Audio recording	✓	✓
Screen sharing recording	✓*	✓*
Video recording	✓**	✓**
Chat recording	✓**	✓**
Export recordings to email	✓	✓
Securely share recordings via a link	✓	✓
Flexible on demand recording		✓
Real time user-based rules		✓
Live listening to active users		✓
QUALITY MANAGEMENT*		
Create playlists	✓	✓
Evaluation criteria	✓	✓
STORAGE AND ACCESS		
Resiliency	✓	✓
Multi-site	✓	✓
CRM integration	✓*	✓*
SPEECH ANALYTICS*		
Speech to text		✓
Sentiment and emotion		✓
Confidence rating		✓
Keyword trends		✓
SECURITY AND COMPLANCE		
Tamperproof AES 256-bit encryption	✓	✓
User defined access control and security policies	✓	✓
Pause and resume for PCI compliance	✓	✓
Automatic pause and resume for PCI compliance		✓
GDPR features and auditing	✓	✓
SUPPORT		
SupportX Silver – non-critical	✓	✓
SupportX Gold – Essential (inc health monitoring)	✓	✓
SupportX Platinum – Business critical (inc active health monitoring)	✓	✓

*Quality Management
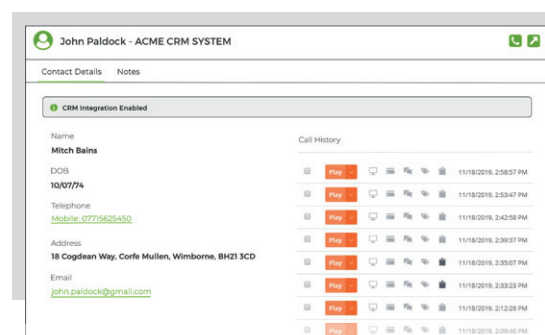
*CRM integration

*Cost option
**Video and Chat recording - available Q1 2021

Clarify's easy to use, modern user interface is the perfect companion to Microsoft Teams.

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