



## UC for Teams Advanced Archiving

Protect your organization's UC & Microsoft Teams interactions, and leverage intelligence.

### UC & MICROSOFT TEAMS ARCHIVING

Tap into your business' valuable interactions; The intelligent Archiving platform has been designed to automatically capture, retain, and simplify searching of UC, Microsoft Teams and other critical communication channels. Every interaction is stored in a centralized, secure, and encrypted location, offering continuous historical access with retention periods ranging from 30 days to 10 years.

#### KEY FEATURES:

**Automated Collection and Preservation:**

Seamlessly archives all Microsoft Teams and UC interactions: voice, chat, SMS, video, and more.

**Unified Search and Access:**

Powerful search across channels lets users preview, playback, export, and report on archived data contextually.

**One Platform, Centralized Storage:**

Stores data centrally and securely, enabling easy management and retrieval of archived communications.

**Security and Encryption:**

Data is securely encrypted during transit and at rest, with multi-factor authentication ensuring access for authorized users only.

**Other key features:** Legal hold | Audit reporting | Personal & Manager access (role-based access) | Single sign-on (SSO) | Multiple geo-location for data residency | Transcribed & classified data | Case management | Notifications | Optional WORM storage | and more.

## WHY ARCHIVE UC & MICROSOFT TEAMS COMMUNICATIONS?

Capturing daily multimodal interactions is crucial for risk mitigation, regulatory compliance, and productivity enhancement through insights.

### Address Disputes and Complaints

#### MITIGATE RISK

Disputes are unavoidable – Avoid misinterpretations in disputes with call recordings and messages, providing a direct account of conversations. Bring closure to disagreements quickly and efficiently.

### Adhere to Compliance

#### COMPLIANCE

Preserve communications to comply with state, local, and industry regulations (e.g., HIPAA, FINRA, SEC). Avoid costly fines by retaining interactions, enforcing access controls, and ensuring tamper-proof storage.

### Data Intelligence and Insights

#### PRODUCTIVITY

Analyze and evaluate key themes, trends, and feedback from conversations to make informed decisions, generate revenue, and increase efficiency to ultimately reduce operational costs.

### Satisfy Legal Obligations

#### MITIGATE RISK

Quickly produce interactions for eDiscovery and investigations. Courts, regulators, and governance teams can depend on communication recordings for easy identification, collection, and production.

### Enhance Frontline User Performance

#### PRODUCTIVITY

Frontline users represent your products, resolve issues, and answer customers' questions. Review interactions for quality, feedback, and coaching. Develop skills and expertise for sales and support agents.

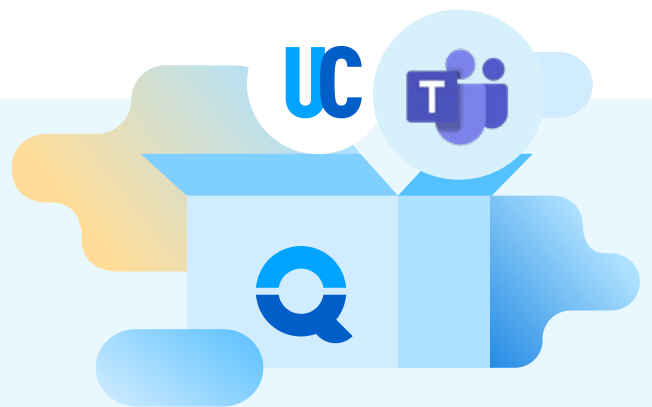
### Knowledge and Continuity

#### PRODUCTIVITY

Preserve and share communications to maintain continuity during employee turnover or absences. Utilize Archiving to quickly identify and resolve issues, enhancing customer satisfaction and experience.

## THERE IS VALUE IN YOUR BUSINESS INTERACTIONS!

Your organization's communication data holds valuable knowledge, IP, and contextual insights. Capture and retain these critical interactions to leverage insights and safeguard your business!



QUESTIONS? CONTACT US TODAY!

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