

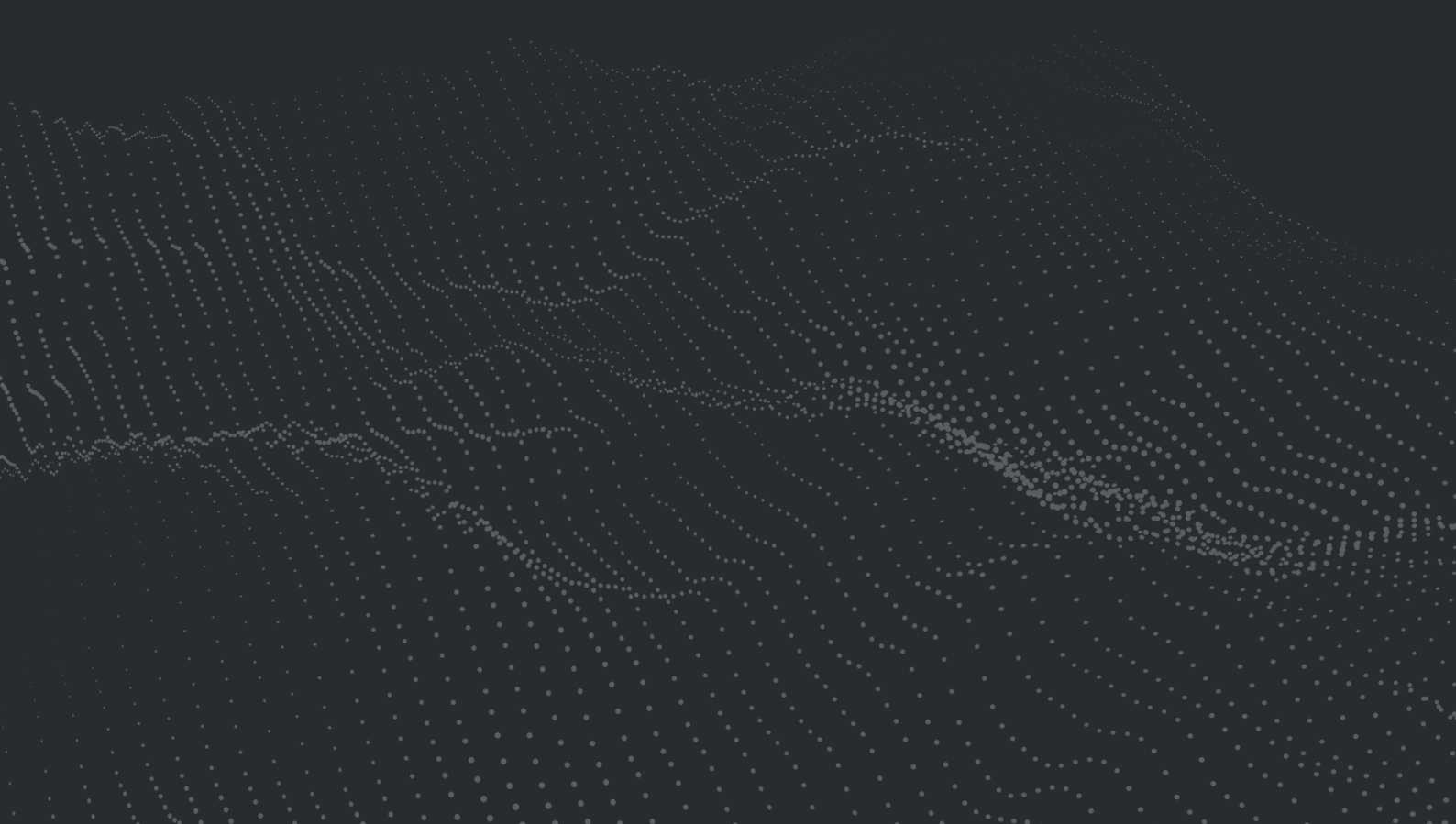


# clarify<sup>®</sup>Go



## Recording as a Service for Microsoft Teams

Capture every conversation without  
hardware or hassle.











# ClarifyGo for Microsoft Teams

**Record audio, video and screen sharing for valuable business insights.**

Introducing ClarifyGo compliance recording in the cloud. Designed to meet the rigorous demands of compliance regulations, ClarifyGo also provides business intelligence to help you improve sales and service performance.



-  **Never miss a conversation**  
Clarify uses Microsoft Graph API integration to record every type of communication. Includes internal and outbound Teams calls, video conferencing and screen sharing.
-  **Compliance & risk management**  
Tick all the regulation boxes, including Dodd-Frank, FCA, GDPR, HIPAA, MiFID II and PCI DSS. All recordings are encrypted and can be securely stored for as long as you need them.
-  **Business & customer intelligence**  
Assess call handling skills, find trends and support performance targets using ClarifyGo Quality Measurement. Add speech analytics to scan for key words, script adherence and emotions to inform business strategy and service.
-  **Rapid search & playback**  
Search for answers, check agreements and quickly resolve disputes. Add tags, flags and notes to make filtering easy. Integrate Clarify with Dynamics CRM to quickly find recordings by client name or phone number.
-  **Secure file sharing**  
Share files securely with colleagues who can't normally access the system. A time-limited link removes the need to send large and insecure MP3 files by email and keeps you in control of your data.
-  **Microsoft integrations**  
ClarifyGo works alongside other Microsoft tools to improve workflow and business intelligence. Speech analytics can send audio transcriptions to Microsoft Insights to track performance, identify compliance risks, and gain a better understanding of customer experience. Or integrate ClarifyGo with Dynamics CRM to add recordings to customer information and improve searchability.



# All the benefits of cloud recording

## No up-front costs.

A recurring monthly subscription helps spread the cost, with no large upfront license fees or technical investment needed.

## Hassle-free maintenance.

Oak manages the IT infrastructure behind the scenes so you don't have to, ensuring high availability and removing the cost of maintaining the system inhouse.

## Access on the go.

ClarifyGo is entirely browser-based, so you can access it wherever you have internet connection, which makes it ideal for remote working.

## Connect and go.

ClarifyGo is already hosted in the cloud, meaning minimal delay in getting you up and running. Just connect it to your Teams tenant to get started.

## Easy upgrades.

Upgrades are made centrally to the hosted application, so you don't have to manage the workload and responsibility yourself.

## Fully scalable.

For a solution that stays flexible as your business needs change and grow ClarifyGo can scale up or down to meet demand.

## Recording for Teams + traditional telephony

We know that different organizations have different communications infrastructures.

ClarifyGo is ideal if you use Teams for all your communications and want a cloud solution that's just as straightforward.

But if you're one of the many businesses who also value their traditional or hosted PBX, then we can help you record those calls as well.

Whatever your telephony environment, with Clarify you can find, store and analyze all your conversations in one place.



# Compliance Recording in 3 easy steps

ClarifyGo is hosted, managed and supported by Oak in the cloud. The result is a low-risk, low-cost solution that saves you all the hassle of looking after the system yourself.

**1**

Choose the features you want from your Solution Provider

**2**

Connect ClarifyGo to your Teams tenant

**3**

Enjoy all the benefits of cloud-based compliance recording



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