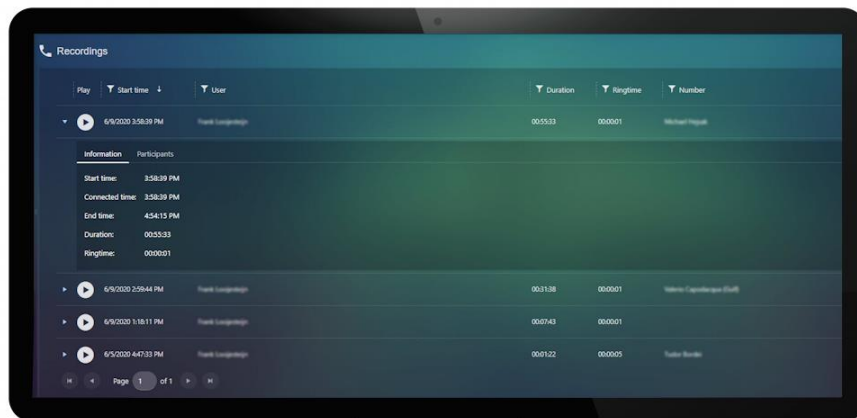


MAF UCR™

A Quick Look

Voice Recorder for Microsoft Teams



What is it?

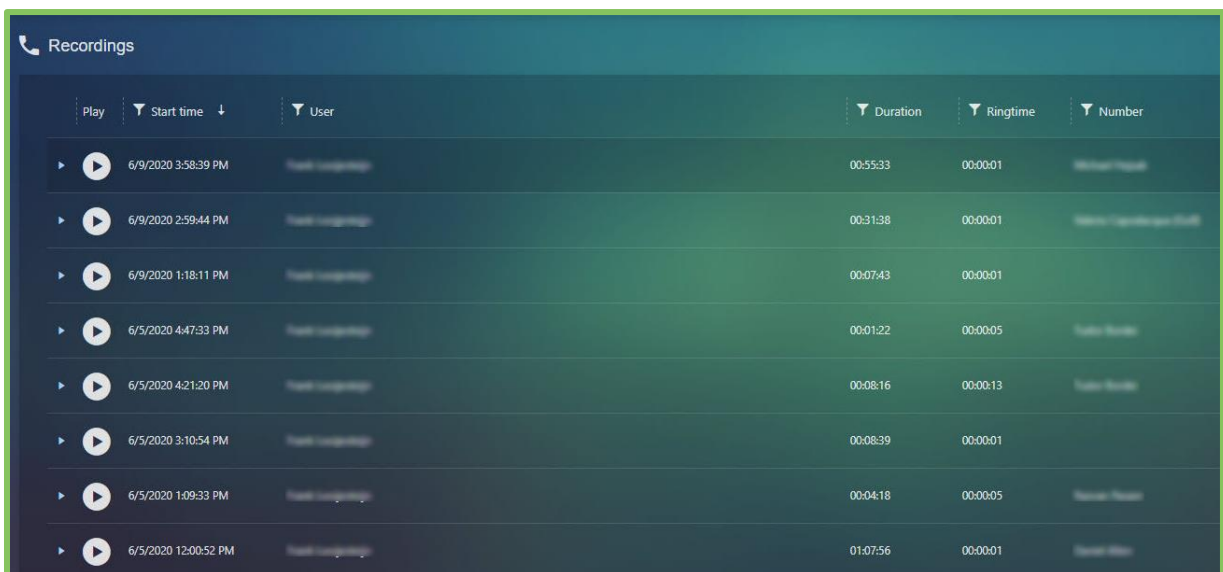
MAF UCR™ is a simple to use and very affordable Voice Recording solution for Microsoft Teams. All users who have an E5 or Phone System license can be selected for recording.

How can it help me?

Typically used by organizations with a basic Voice Recording requirement, MAF UCR™ is used for training and monitoring purposes and for dispute resolution. Homeworking activity can also be reviewed ensuring standards and business continuity are maintained.

Simple Search

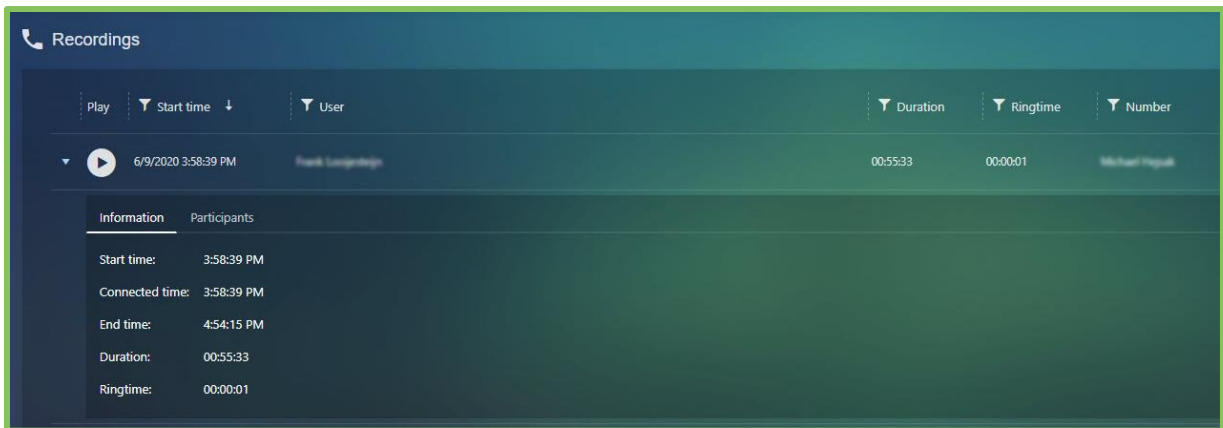
The call search allows for quick access to the required recordings. Filtering can be applied on time, user, duration, ring time or number.



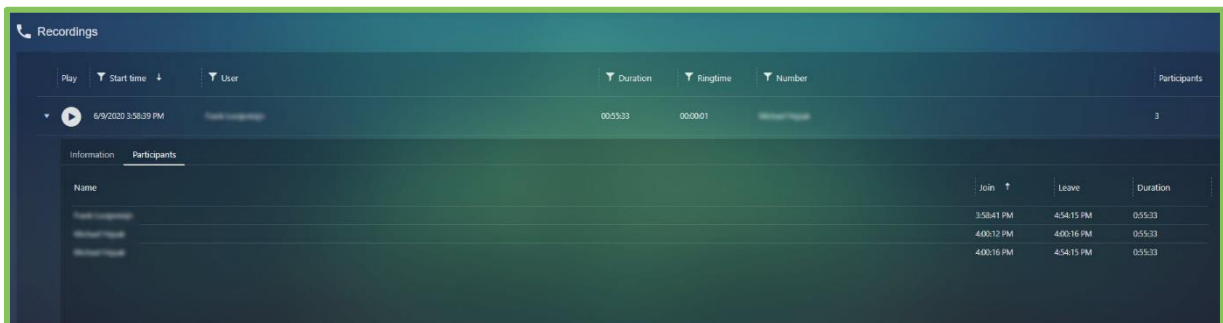
Play	Start time ↓	User	Duration	Ringtime	Number
▶	6/9/2020 3:58:39 PM	Team Recording	00:55:33	00:00:01	Microsoft Teams
▶	6/9/2020 2:59:44 PM	Team Recording	00:31:38	00:00:01	Microsoft Teams
▶	6/9/2020 1:18:11 PM	Team Recording	00:07:43	00:00:01	Microsoft Teams
▶	6/5/2020 4:47:33 PM	Team Recording	00:01:22	00:00:05	Team Recording
▶	6/5/2020 4:21:20 PM	Team Recording	00:08:16	00:00:13	Team Recording
▶	6/5/2020 3:10:54 PM	Team Recording	00:08:39	00:00:01	Microsoft Teams
▶	6/5/2020 1:09:33 PM	Team Recording	00:04:18	00:00:05	Microsoft Teams
▶	6/5/2020 12:00:52 PM	Team Recording	01:07:56	00:00:01	Microsoft Teams

Recorded Call Details

Each call's metadata is displayed including details on start time, connected time, end time, duration, and ring time.



The participant list displays all attendees on the call, what time they joined, what time they left and the total duration of the call.



Playback

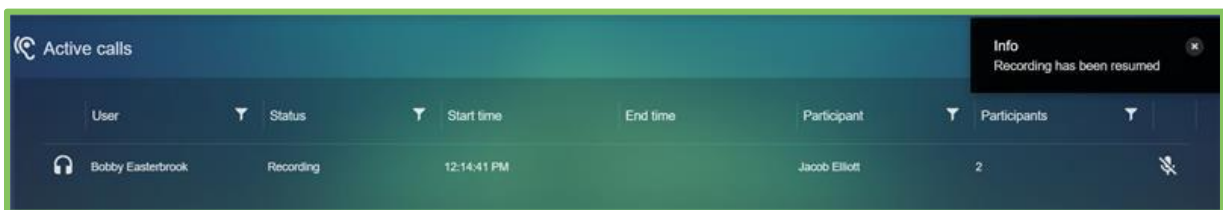
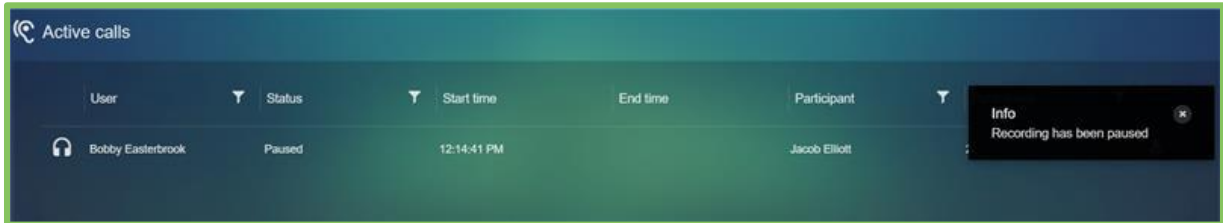
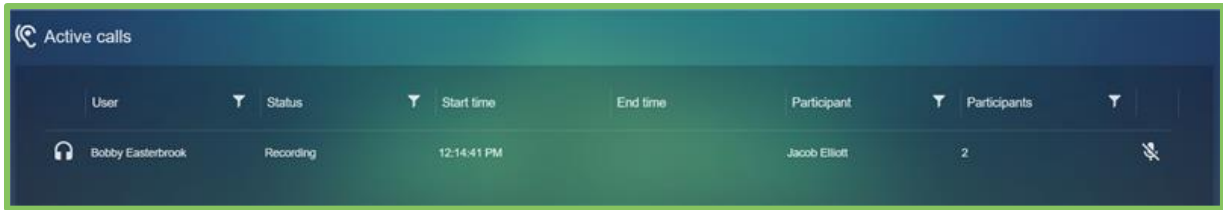
There is the option to playback the call directly from **MAF UCR™** or the recording can be downloaded in OGG format which is a compressed audio format that can be distributed via email for review.

Pause and Resume

This allows agents to temporarily pause the voice recording whilst customer financial details are being taken then resume the recording afterwards assisting with compliancy requirements.

Silent monitor

Team leaders or managers or anyone with the correct level of security policy for MAF UCR can listen in to active calls. This ensures the highest levels of customer service are being delivered by the agents.



Installation and Technical Bits

MAF UCR™ is installed in your own Azure environment which means that you have full ownership of data sovereignty and can choose yourself how long you want to store the recorded calls. Providing the recorded user has either a Microsoft Teams E5 or Phone System license, it will record all calls for the user including inbound / outbound, internal calls, peer-to-peer, and conference calls. It uses the Microsoft Voice Recording Graph API and activates a BOT once the call is confirmed. When the call is completed, the recording is transferred to the server fully encrypted.



Who we are

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with over two decades experience delivering solutions for Unified Communications and Collaboration including Monitoring, Analytics, Reporting, Recording, Headset & Device Management and DID Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications and Collaboration we expand our sales across the globe rapidly. Our solutions work with every major UC&C technology.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

MAF ICIMS™

UC&C Monitoring Analytics & Reporting

MAF ICIMS CC™

Live Wallboards, Real Time Agent Status

MAF NMS™

Number Management System, DID Range Management

MAF UCR™

UC Voice Recorder

MAF DMS™

Inventory Management for Headset and Devices

MAF QMS™

Microsoft Teams Call Queue Management System