Teams Compliant

CALL RECORDING

Integration

Quick Reference Guide

for Teams + Call Recording Admins

MOMENTUM

Powered By: miarec

25Q1e

Overview

This guide describes the basic steps required for a licensed Call Recording Teams Admin to integrate the Call Recording (MiaRec) platform with their organization's Microsoft Teams tenant, or to remove the integration.

Prerequisites

A. Call Recording (MiaRec) licenses (including any advanced service add-ons) must have been purchased and provisioned via the Service Provider.

B. Your Teams tenant must be able to connect to and synchronize with the Service Provider's system.

C. The person responsible for managing the Teams Call Recording integration must have the ability to grant access to the required Graph APIs and consent to access on behalf of your organization. This requires a sufficient Teams Admin role.
Microsoft 365 Global Admin is recommended.

D. The person responsible for running the Teams Call Recording integration must have received their username and password credentials from the service provider in order to access the Cloud Services Portal. These credentials will be sent via email to the licensed/provisioned Teams Call Recording Admin. Contact your Service Provider's Implementation Project Manager for assistance.

Preparation

When all Call Recording licenses are ordered and the required access credentials are received, the integration process can be initiated by the Teams Admin. Check with your Service Provider Implementation Project Manager to verify readiness.

Go To: https://admin.microsoft.com

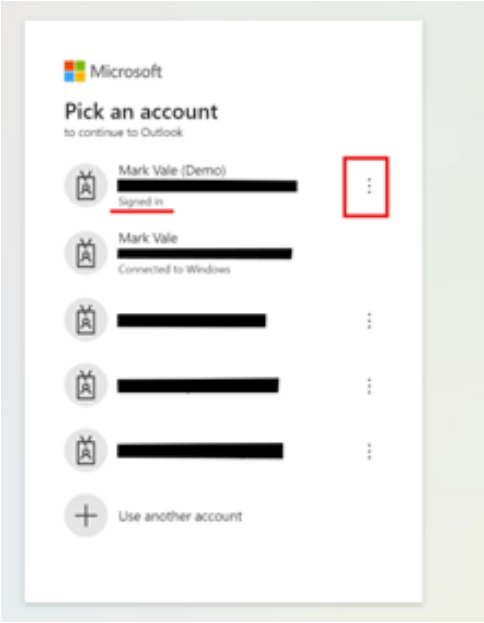
It is important to ensure that the Teams Admin is first signed out of any saved Admin logins for the Microsoft Tenant account that will be used to deploy Call Recording (MiaRec), including those saved in a browser cache or favorites.

Best Practice
Create a temporary Global Access login account for the Teams tenant to use for this integration. Once completed, testing verifies calls recordings are coming through, and all is working, the temporary login account can be removed if no further changes are anticipated. Ensure you are not signed in using that login.

OR

At a minimum, check for ***any*** saved logins currently in effect for the tenant
If you are prompted to select an account and the tenant account displays here as Signed in, click on the adjacent More Actions icon (3 dots) and then click on Sign out. In this case you may have to logout of ALL accounts saved for this tenant and clear your cache.

Contact your Service Provider's Implementation Project Manager for assistance.



When finished ensuring the Teams Admin account log in is ready and not signed in, you may move on to the Integration steps.

Teams Admin: Integration Steps

Connect Call Recording (MiaRec) to Microsoft Teams

The steps performed during the integration Call Recording (MiaRec) with your Microsoft Teams tenant accomplish a few essential tasks:

- **Access the Call Recording portal as the Teams Admin where you will Integrate Call Recording with your Microsoft Teams tenant**
- **Authorize the Call Recording platform to access and record calls in your organization or for specific groups in a recording policy.**
- **Add users to a Teams recording group in Microsoft Teams which Call Recording will then identify as call activity occurs and then finalize default Call Recording user profile provisioning.**

Instructions for each step are provided as you go through the process.

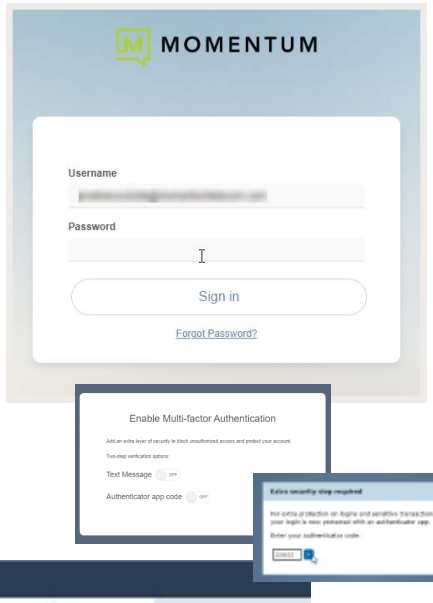
SAML 2.0 Steps

Sign Into Cloud Services Portal as the Call Recording Teams Admin

Your first step if SAML 2.0 is in effect is to sign into the Cloud Services Portal using the Call Recording Teams Admin username and password credentials sent to you by the Service Provider when all is ready to move forward. (Contact your Implementation PM for assistance.)

1. Open a web browser and enter the URL (web address) provided for online account management.

2. Enter the Admin Account Username (xxxxxxxxx@mymtm.us format) and correctly formatted Password credentials in the fields when they are provided/displayed.
   Note: Password Requirements: 8+ characters, 1 capital letter, 1 number, and 1 special character (up to 30 characters allowed).

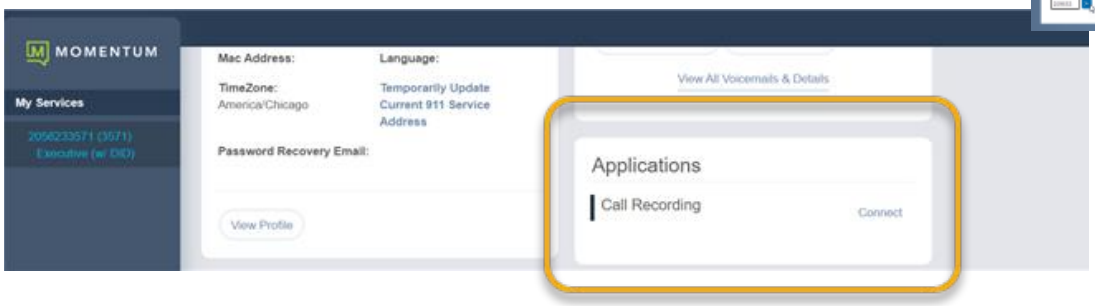


3. Click the **Sign In** button.

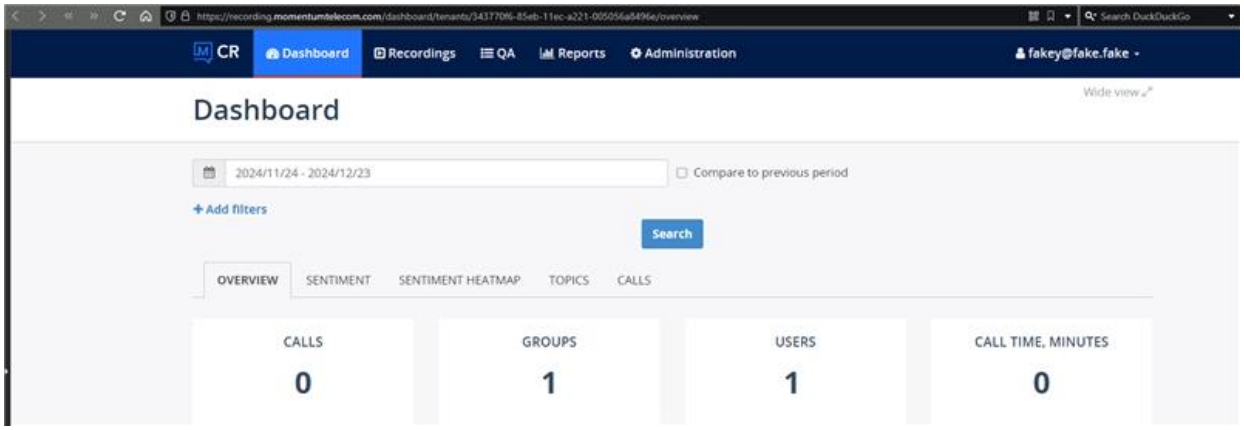
4. Follow any Multi-Factor Authentication (MFA) method setup steps and/or 6-digit code entry requirements for your security, if prompted. *The Cloud Services Portal opens when security protocols are met.*

5. Acknowledge the Terms and Conditions if they display to you (one-time at initial login unless updated).

6. Click on the Call Recording - **Connect** link displayed on your dashboard to access the Teams Call Recording portal via SSO in a new browser window. (Or, click on the **Call Recording** option in the left nav panel and click the Admin Dashboard link displayed at the top of the Call Recording section view if you have access to that area.)



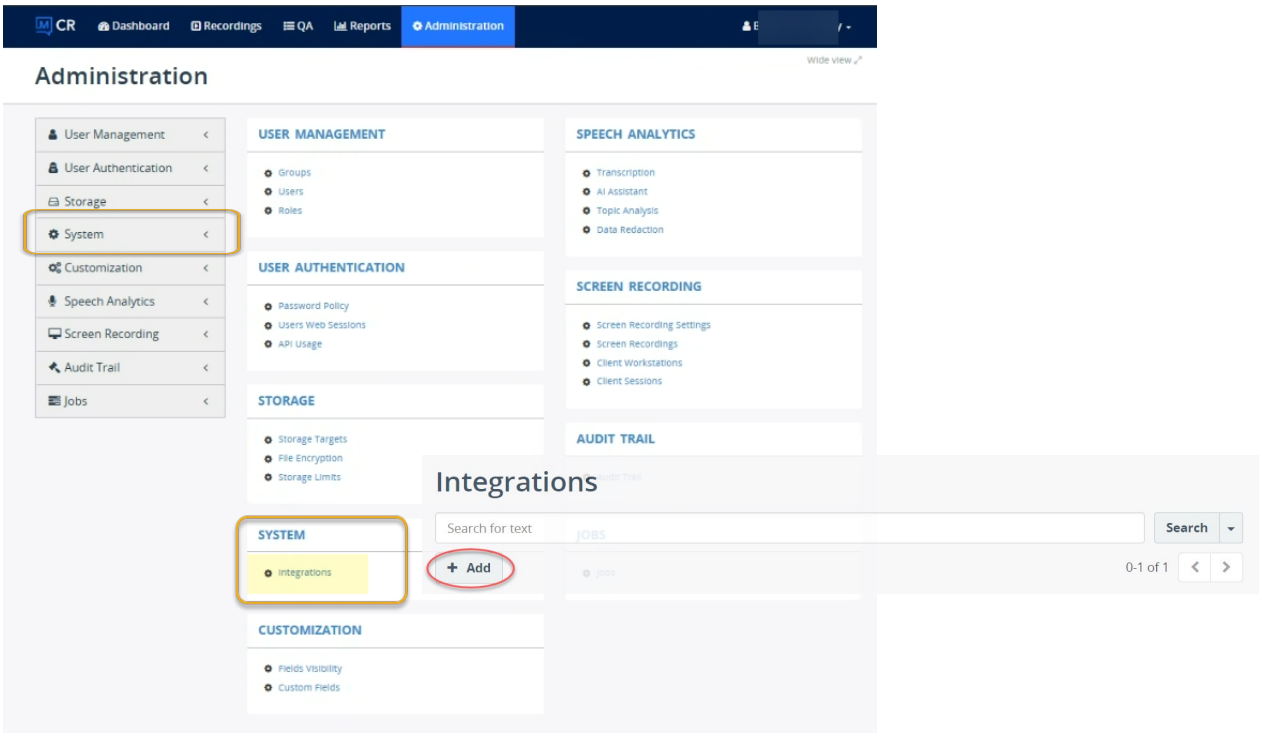
The Call Recording site opens to display your dashboard in a new window.



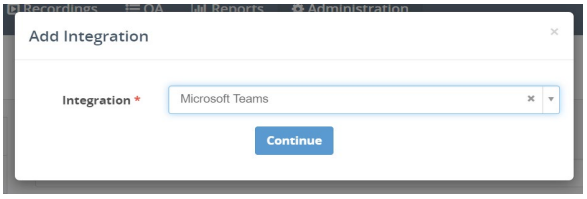
Authorize Call Recording Platform to Record Calls in Your Teams Organization

Once logged into the Call Recording portal with your Admin credentials, you can begin the integration process

1. In Call Recording: Navigate to **Administration > System > Integration**, click **Add** button to create the integration with Microsoft Teams.



2. In the **Add Integration** dialog, select **Microsoft Teams** from the integrations list and click **Continue**.



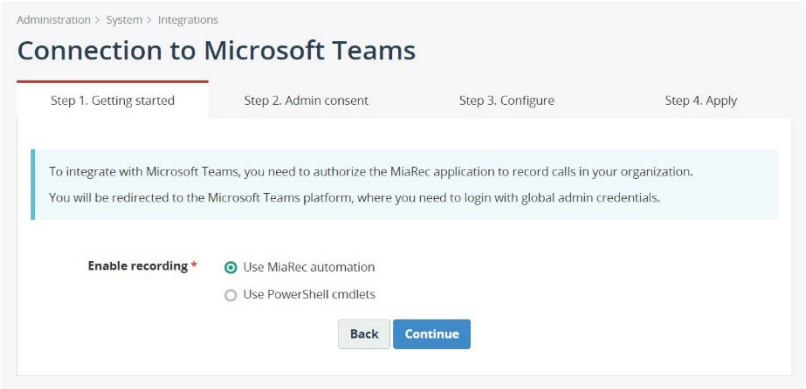
3. In the **Connection to Microsoft Teams** dialog, select how you would like to provision the system. You have two options:

Use MiaRec automation, which will run the required steps on your behalf to create a recording policy and configure it in your organization. *This is the recommended and supported option, and the steps to use this method are outlined in this section.*

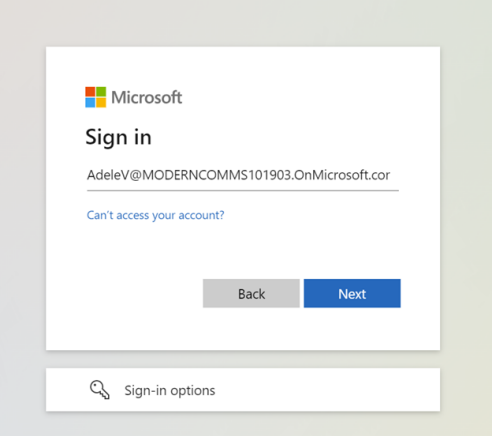
OR - Use PowerShell cmdlets, which will require you to run certain commands in PowerShell console. This option is more complicated and manual, but is possible if you have administered Microsoft Teams manually using PowerShell before. *This method is not recommended, but you may use it at your own risk.* Ref. Alternative: Steps Use PowerShell

Step 1. Getting Started tab

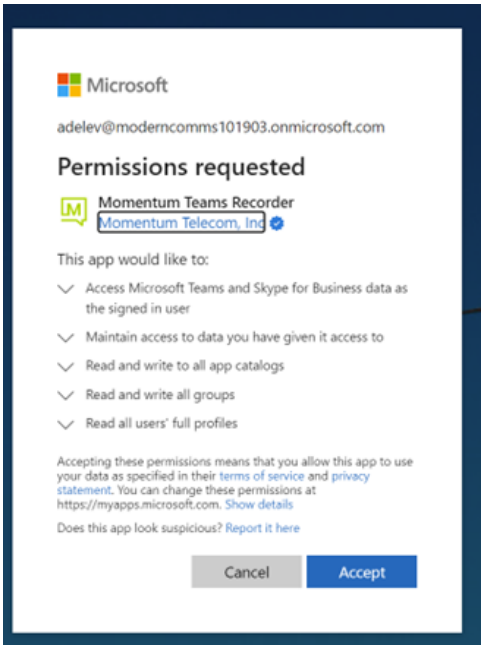
a. Choose ⊙ **Use MiaRec Automation** (Recommended)



b. Log into Microsoft Teams with your admin credentials (global is required) and click Next.



c. Once you log into Microsoft Teams, you will see the **Permissions requested** dialog, which asks you to grant the Call Recording application permissions to act on your behalf to configure a recording policy in your organization.

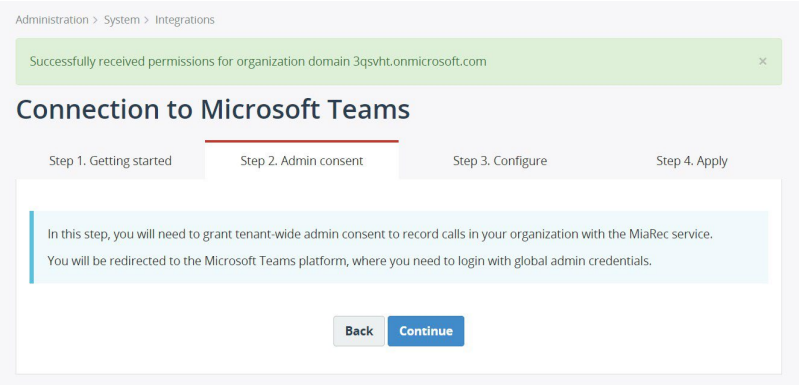


d. After you grant permissions to Call Recording, you will be returned to the Call Recording application view

Step 2. Admin Consent Tab

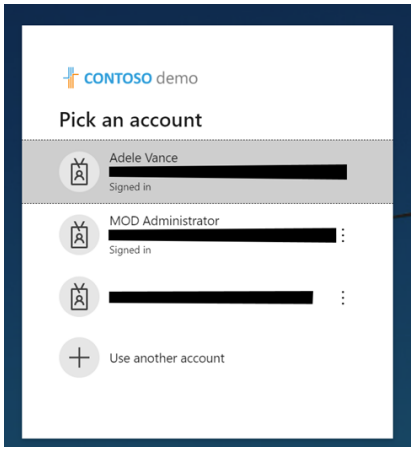
In this step, you will be asked one more time to use your Teams global admin credentials, this time to grant tenant-wide admin consent to record calls in your organization using the provisioned recording policy.

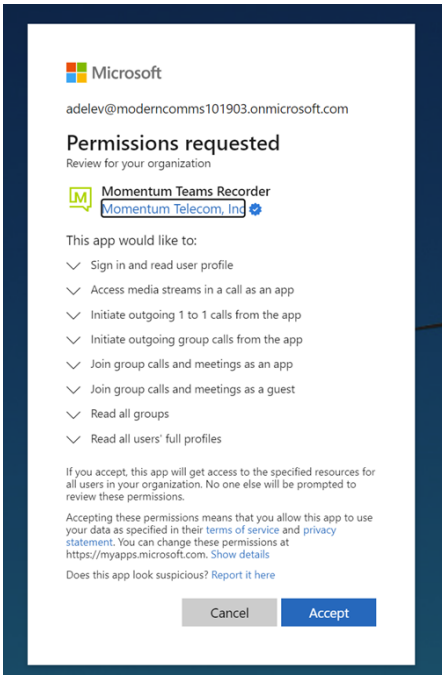
a. Click **Continue**.



b. The Microsoft Admin account to sign-in again idisplays n order to grant token access to deploy the recorder application. Please choose the same account to sign-in.

The second **Permissions requested** dialog displays.
Consent and click the **Accept** button to grant global admin consent to token access for recording calls in your organization.





You will be returned to the Call Recording (MiaRec) portal to continue.

Step 3. Configure tab.

In this step, you will configure and agree to the the basic settings for automatic provisioning of users to be recorded and set compliance rules:

Enable Recording for: Group (Default) - This option limits recorded Teams users to those added as members of the call recording group.

Group: Recorded Users is typically the name used, but the Teams Admin can change the Group name to suit org requirements.

Group UPN: This is the User Principal Name of the M365 Group that users will be added to in order to enable call recording.
Note: The wizard will create this group for you; it does not need to be pre-built.

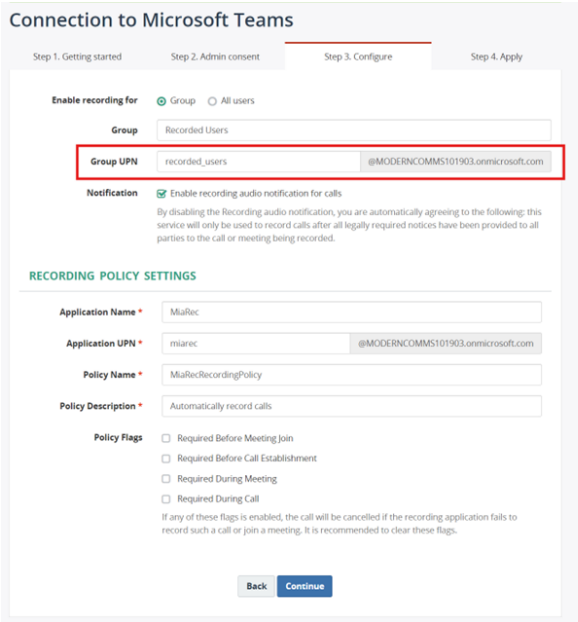
Notification: The ☑ *Enable recording audio notifications for calls* setting is Defaulted to ON by the Service Provider and MiaRec to cover all regional legal requirements. The default announcement plays to all Teams calls and meetings being recorded by the Call Recording Service. The Teams Admin has the ability to remove the check and disable this automated announcement setting during this step.
Important Note: Carefully review the binding agreement information noted below this setting if it is going to be disabled.

Please leave the main **Recording Policy Settings** data entry fields at their defaults.

Policy Flags:

The Service Provider also recommends not adding checks to the Policy Flags, as doing so will enact rules to only allow the calls to proceed if the recorder bot has been added to the call successfully.

Enable any of the call recorder Policy Flag compliance settings only if there is an absolute need to ensure the noted call types are not permitted if they cannot be recorded - including when there is a system error or glitch resulting in the recorder bot being unable to be added to the call. *Otherwise, leave these check boxes blank to allow calls to proceed.*

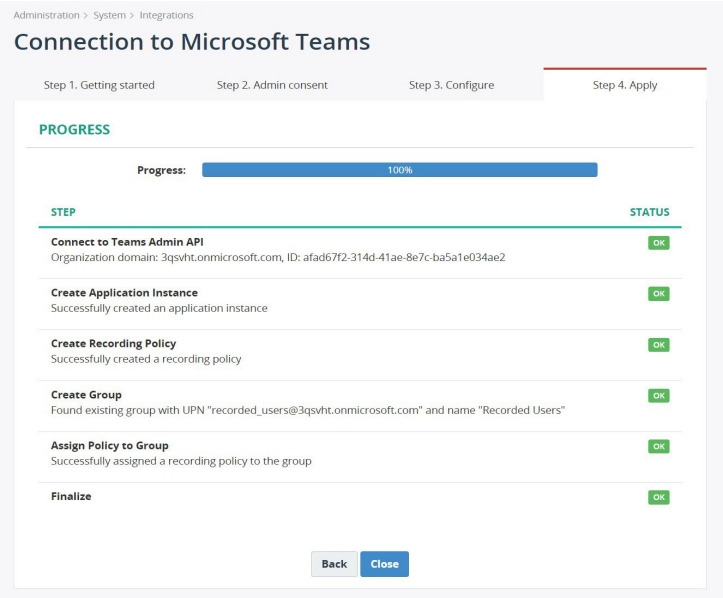


Click the **Continue** button when all is ready to launch the deployment wizard.

Step 4. Apply tab

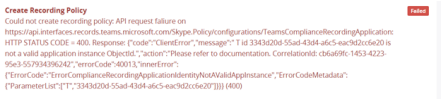
The progress of provisioning displays, which includes the following tasks:

- Create the Application Instance in your Teams account for the MiaRec application
- Create the Recording Policy
- Create the recording group - if you selected Group-based recording
- Assign Policy to the created group

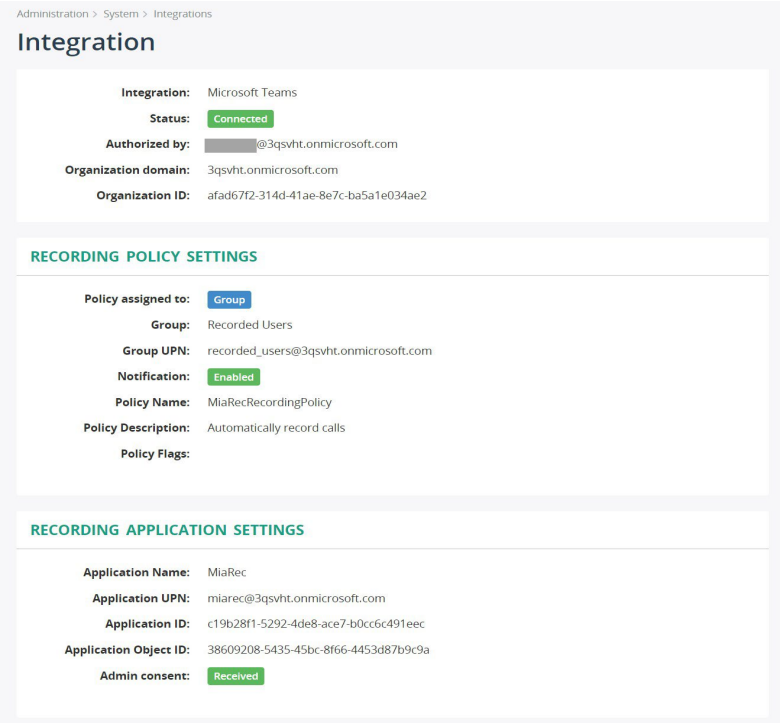


IMPORTANT NOTE:
The auto-provisioning process typically syncs and completes quickly.

However, sometimes the deployment may fail on creating a recording policy. This is due to a race condition in Microsoft. If you receive an error like the one below during this process, wait at least 30 seconds and press **Retry**.



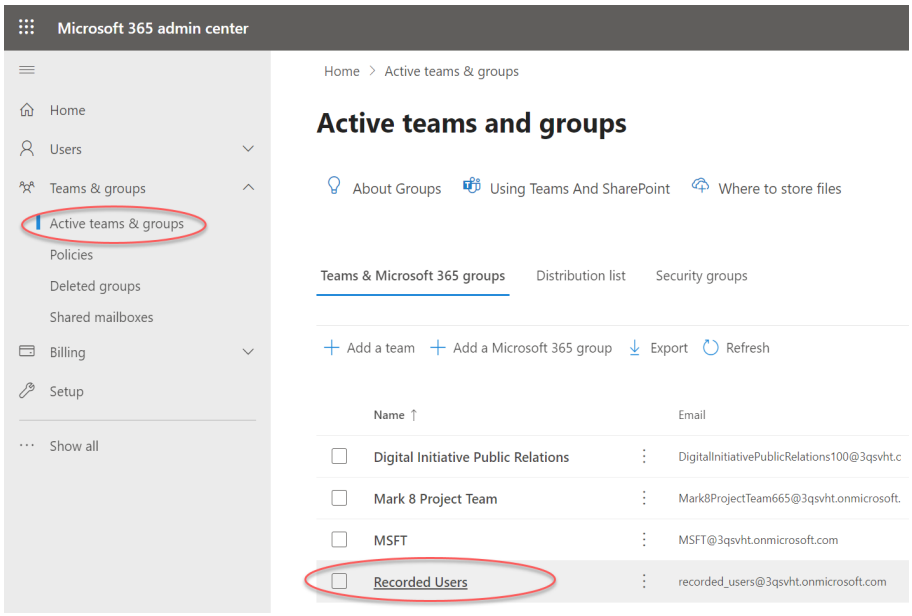
a. Once the provisioning is completed and all status indicators show **OK**, click **Close** to review the integration settings.



b. Next step is to add your users to the provisioned recording group in the Microsoft Admin center.

Add Users to the Teams Recording Group

1. Log into **Microsoft 365 admin center** with your Microsoft admin credentials.
2. Navigate to **Teams & groups > Active teams & groups** and locate the **Recorded Users** group that has been provisioned in the previous steps (if you selected a different group name, then choose the group with the corresponding name).
3. Click the group name to see the group's details.

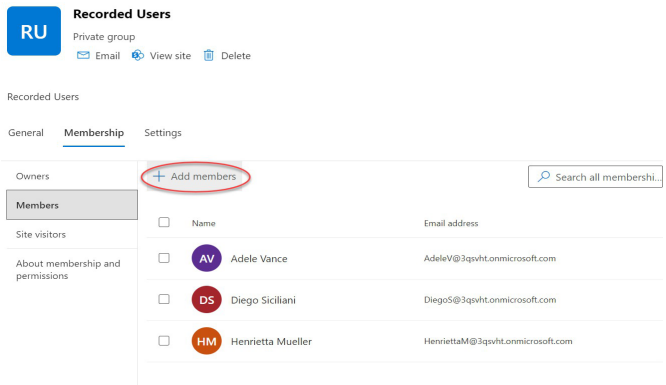


4. In the group details, navigate to **Membership > Members** section and click the + **Add members** button to add users to the new group. *The Call Recording (MiaRec) platform will record calls of all members of this group.*

   Once a Test users is added, please wait approximately 15 minutes for Call Recording and Teams to update and synchronize properly.

   After at least 15 minutes has passed, ask the user to make a phone call. The first call will fail to record. This is expected. The initial call is required for Call Recording to match the Teams user account to their Call Recording account and apply the Teams recording policy.

   Wait another 15 minutes and have them place another call. This time as the call connects there should be an audible *This call is being recorded* announcement.
   When this occurs, the user's calls are now being recorded and will begin to populate in the Call Recording portal.



   Continue to add users to the recording group as needed.

Congratulations! You completed the initial integration.

Verify Integration Setup

Return to the Call Recording Portal and go to the Recordings page to see the first actively recorded calls propagate within the list. Use will increase as the system synchronizes each user to Teams recording polices. As users are added to the recording group, have them place calls as noted above. Note: It may take some time for the Microsoft platform to apply the changes to all users within the group membership and synchronize with Call Recording. Also, each user must receive/make calls in order for Call Recording to recognize them and finish provisioning. Once provisioned, the Admin may then assign roles, licenses, etc. to each Call Recording user.

TIP: If, after making test calls and allowing a reasonable amount of time for both systems to update and synchronize, you still do not see call recordings begin to populate in the Recordings section of the Call Recording Portal, or teams users do not receive the *This call is being recorded* announcement as expected, contact your Service Provider's Implementation Project Manager for troubleshooting assistance.

Teams Admin: Disconnect Steps

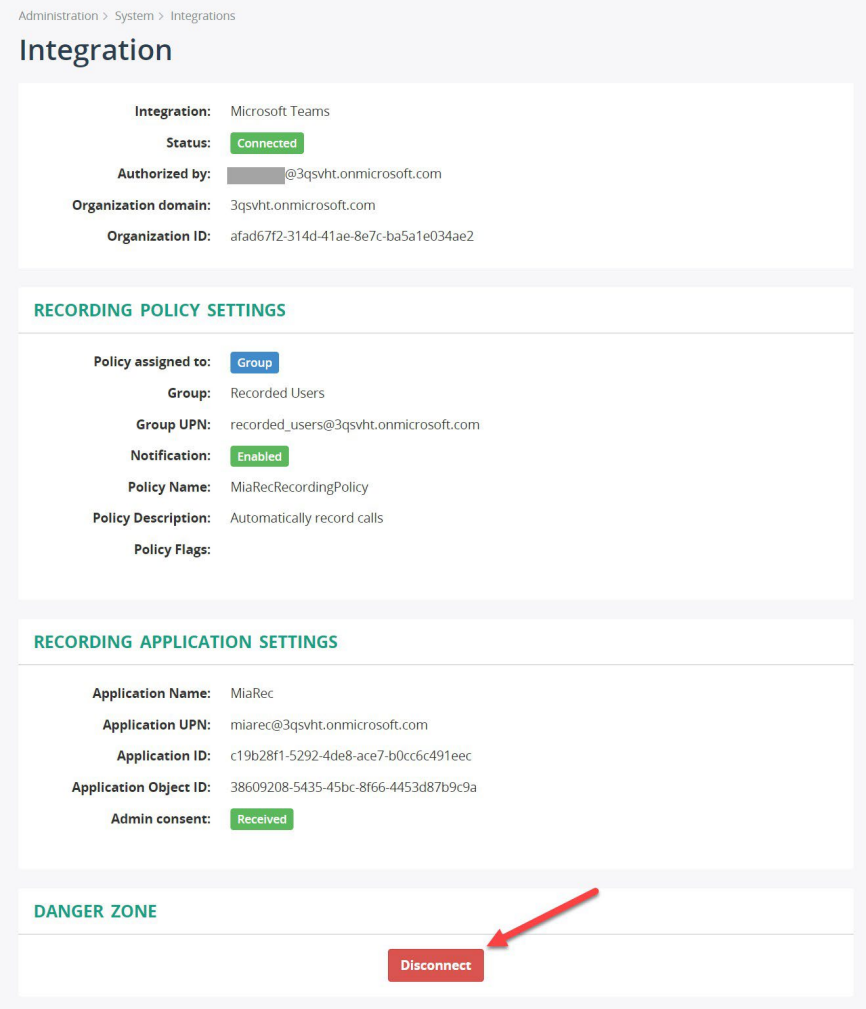
Automated Disconnect Call Recording from Microsoft Teams (Recommended)

The process of disconnecting the Call Recording (MiaRec) platform from your Microsoft Teams account requires several steps:

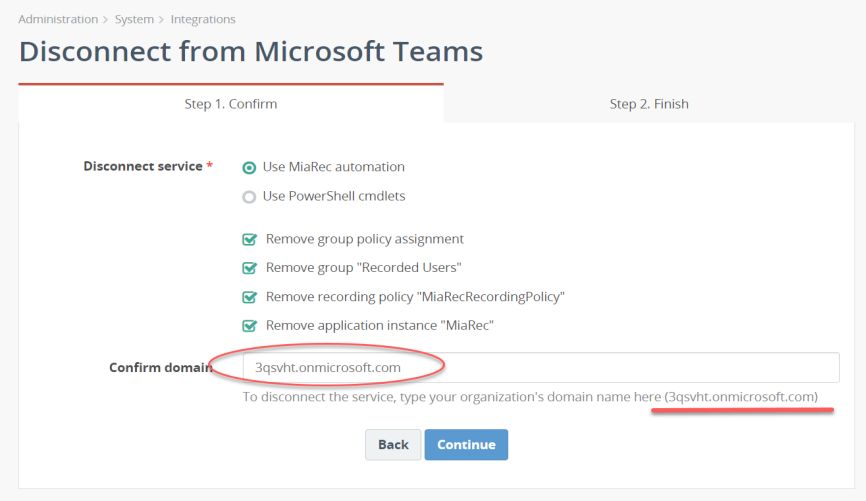
1. Delete the recording policy, the recording group, and the associated application instance (use Automation to speed this up)
2. Delete the Call Recording (MiaRec) application user
3. Revoke the previously granted access to the Call Recording (MiaRec) application)

Delete the Recording Policy, Group, and Application Instance

1. The licensed/provisioned **Call Recording Admin** must log into the Call Recording (MiaRec) portal.
2. Navigate to **Administration > System > Integration**, select the Microsoft Teams integration from the list and click the **Disconnect** button:



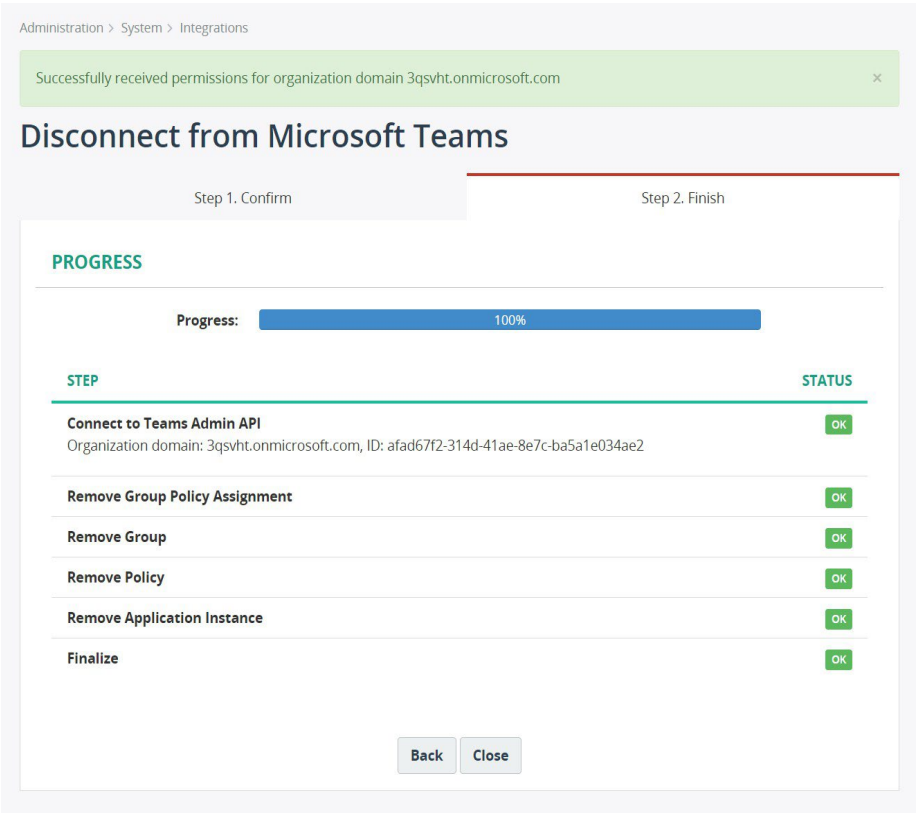
3. In the **Disconnect from Microsoft Teams** dialog, choose how you would like to perform the disconnect service steps:
   - Use MiaRec automation, where the MiaRec application will act on your behalf to delete the corresponding resources (recording policy, recording group, etc.) RECOMMENDED and described below.
   - Or - use PowerShell cmdlets, where you need to use PowerShell console to run certain commands to delete the corresponding resources. *This option is not recommended or supported by the Service Provider, but you may use this method at your own risk.*
4. Confirm your Teams organization domain to continue. **Hint**: your organization domain will be shown in the dialog for your convenience. You just need to re-enter it in the **Confirm domain** field as a final confirmation.



5. After you clicked **Continue** button in the previous step, you will be asked to grant the MiaRec application to act on your behalf to remove the necessary Call Recording (MiaRec) resources.

   After the authorization is granted, the following resources will be deleted from your Teams account:

   - **Group recording policy assignment**
   - **Recording group (note, users will not be deleted)**
   - **Recording policy**
   - **Application instance**

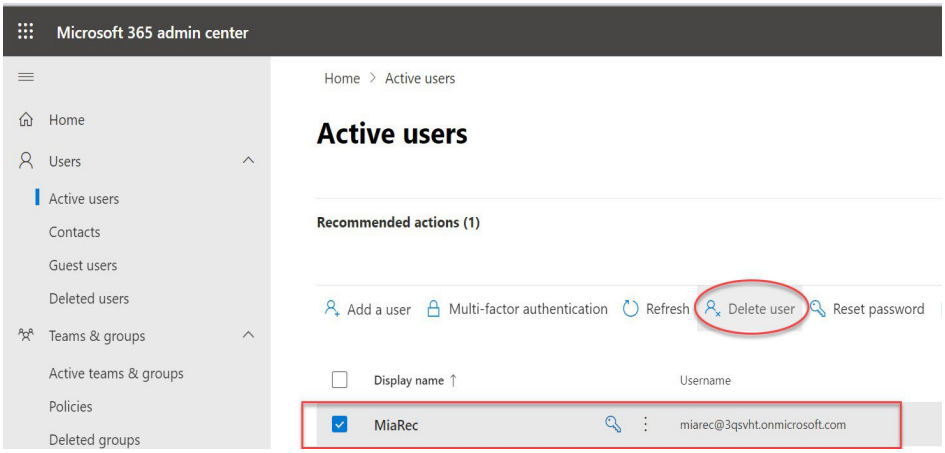


After this step is completed, Call Recording (MiaRec) will be deactivated for your Teams account.
If you had other recording applications provisioned in your Teams organization, their settings will not be affected by this action.

Delete the MiaRec Application User

In the previous steps, the de-provisioning process has removed the MiaRec application instance resource, but you still need to manually delete the MiaRec application **user resource**. Currently, Teams does not provide APIs to do that automatically.

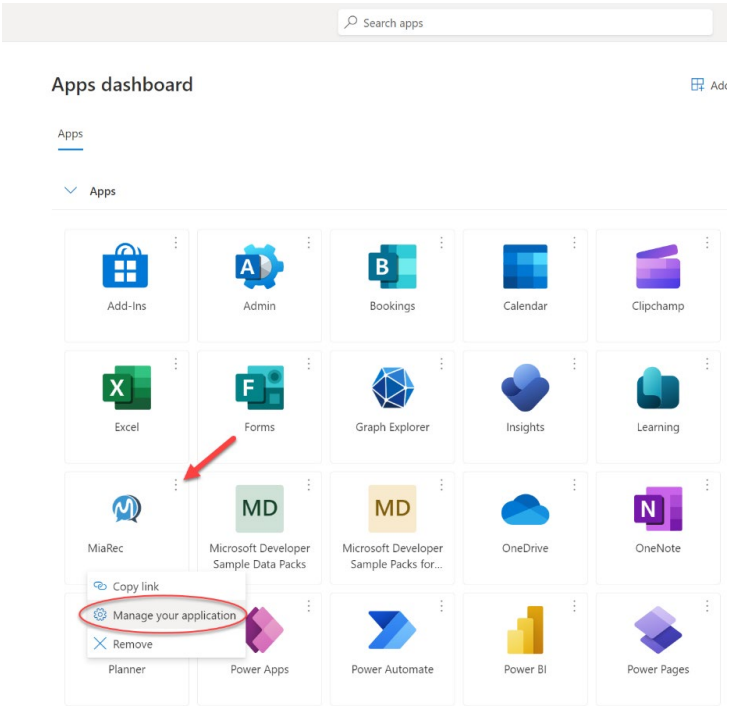
1. Log into **Microsoft 365 admin center** with your Microsoft admin credentials at admin.microsoft.com.
2. Navigate to **Users > Active users** and locate the **MiaRec** application user.
   Use a search box to quickly locate it by name.
3. Select the user and click **Delete** button.



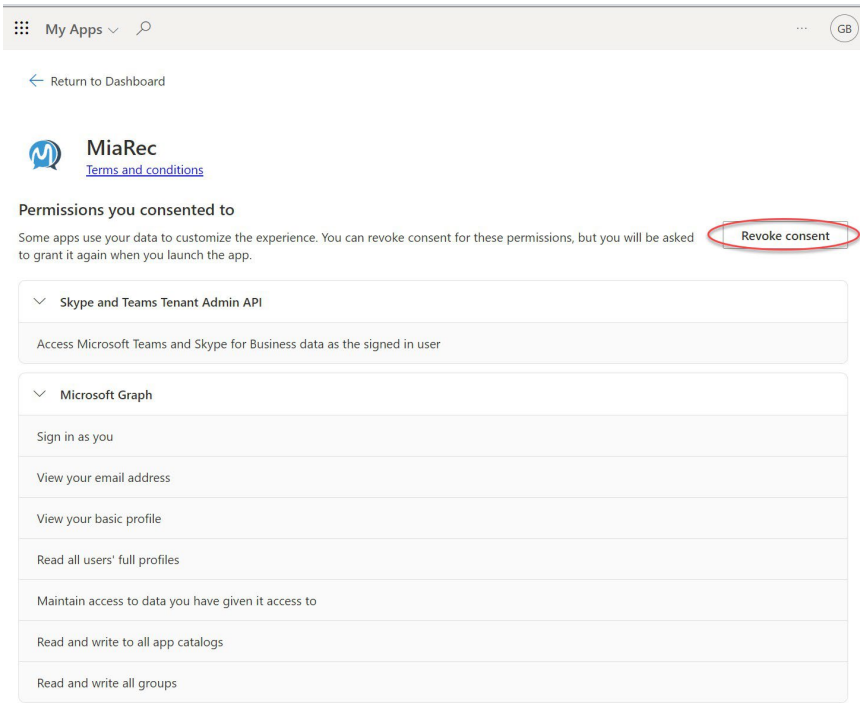
Revoke Access from the MiaRec Application

Finally, you need to revoke the access that was previously granted by you to the MiaRec application.

1. Log into Navigate to **Apps dashboard** in Microsoft portal at https://myapps.microsoft.com.
2. Navigate to Apps dashboard.
3. Locate the **MiaRec** application in a list or use the **Search** field to find it quickly.
4. Select **Manage your application** from the context menu.



In the application details page, you can review **Permissions you consented to** and click **Revoke consent** button to revoke access.



That's it. You have de-provisioned the MiaRec platform in your Teams account and the service will no longer have access to record the calls of any users within your organization.

Alternative: Use PowerShell

Use of the automation tools in the Integration Wizard provided by Call Recording (MiaRec) for Teams integration and management of recording policies as outlined in the previous sections is supported and recommended. See previous sections for standard setup instructions.

Reference the following documentation if you prefer to attempt manual integration/deployment or disconnection using PowerShell as a self-deployed integration:

Microsoft's policy-based recording capabilities for Microsoft Teams is available online at:

https://learn.microsoft.com/en-us/microsoftteams/teams-recording-policy

MiaRec documentation for Manual connection and disconnection using PowerShell:

https://docs.miarec.com/microsoft-teams-integration-guide/provision-using-powershell/

The basic steps for manual integration and disconnection via PowerShell cmdlets are documented by the vendor here.

Call Recording Admin: First Steps

Now that the Teams tenant has been integrated with the Call Recording service and calls are being recorded for the users assigned to the Teams Recording group, the Administrator now has some essential administration tasks to perform within the Call Recording portal to organize and set up the system for the organization, including assigning specific licenses and add-ons (if purchased) to each user, defining the roles and access permissions for each user, and creating Groups that will be used for assignment to each user. One initial default Group was created during the integration phase that is the first group all users will be assigned to when they are added and must remain a member of for usage.

Note: This section only covers the first few very basic but standard tasks that must be performed in Administration > User Management to get already provisioned and verified recorded user profiles defined. Review the Call Recording Admin Guide for more details about other Administration section tasks.

Review Roles

Admins should first review the Roles available within **Manage Users > Roles** to identify the correct assignment for each user prior to modifying user profiles. Click on the Role to view its settings. Once each role is understood, assign as needed to each user to provide the correct level of Call Recording portal access keeping security in mind. Role permissions/settings are provided for review only and cannot be edited. Roles typically offered include:

- **Teams Admin | Admin** - Tenant-level organization Admin access to Call Recording portal tools for basic customization, user management, AI/QA, Storage, Jobs, etc. The first licensed/assigned Teams Admin will also manage the Teams + Call Recording integration.
- **Teams Supervisor | Supervisor** - Access to the Call Recording portal allowed and useful supervisory tools as set by the Admin for self and/or members of any managed groups assigned.
- **User Self View** - Access to Call Recording portal allowed to view and add notes to only the user's own Call Recordings and access the pause resume features while working within the Call Recording portal to manage recording activity during active calls
- **User** - Default role assignment. No Access granted to the Call Recording Portal but calls are recorded. Typically left at this default role for most users including call center Agents or those who should not be granted permission to access the Call Recording Portal or view the sensitive data available within it.
- **API User -** Non-standard setup/usage. Typically unnecessary for Call Recording + Teams integrations. Assigned to an organization's API developer if the organization has opted to self-implement and manage custom API connections in-house (could impose support limitations).

Create Call Recording Groups

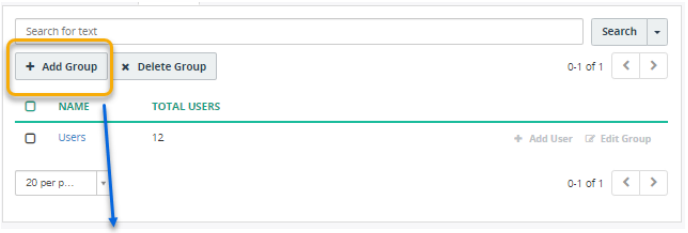
A single call recording group is created during the integration to which all of the organization's recording users are automatically added and must belong.

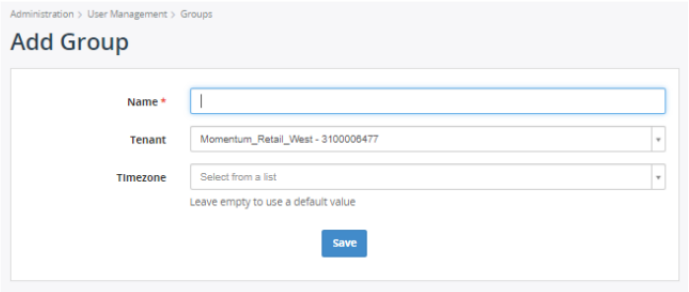
Important Note: Never Edit or Delete the original default group. This group cannot be changed in any way (including the name) and all members must remain members. Any changes to - or deletion of - the original default group will negatively impact Call Recording functionality for users.

1. Access Administration in the Call Recording portal.
2. Navigate to **Manage Users > Groups**
3. Click **+Add Group** to begin creating a new Group.
4. Enter the Name* (required) - displays for selection in user profiles, reports, lists, etc. Ensure the name is unique.
5. Choose a Timezone (optional).
6. Click Save.
7. Repeat for all of the Groups you will need to have ready to assign to various Call Recording users as you set up their profiles and organize your Call Recording Managed Groups for Supervisors.

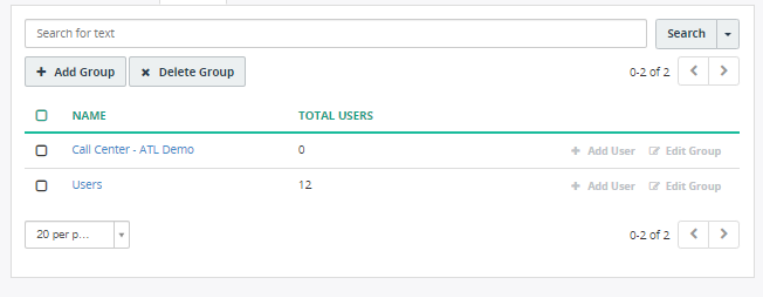
   Once saved, a Group can be selected for assignment as needed within Call Recording user profiles.

   Users can be members of as many groups as are needed. Supervisors can have more than one (1) Managed Group assignment, as well.





As users are assigned to Groups they will be listed among the members and the total count of users in each Group is noted in the Groups list.



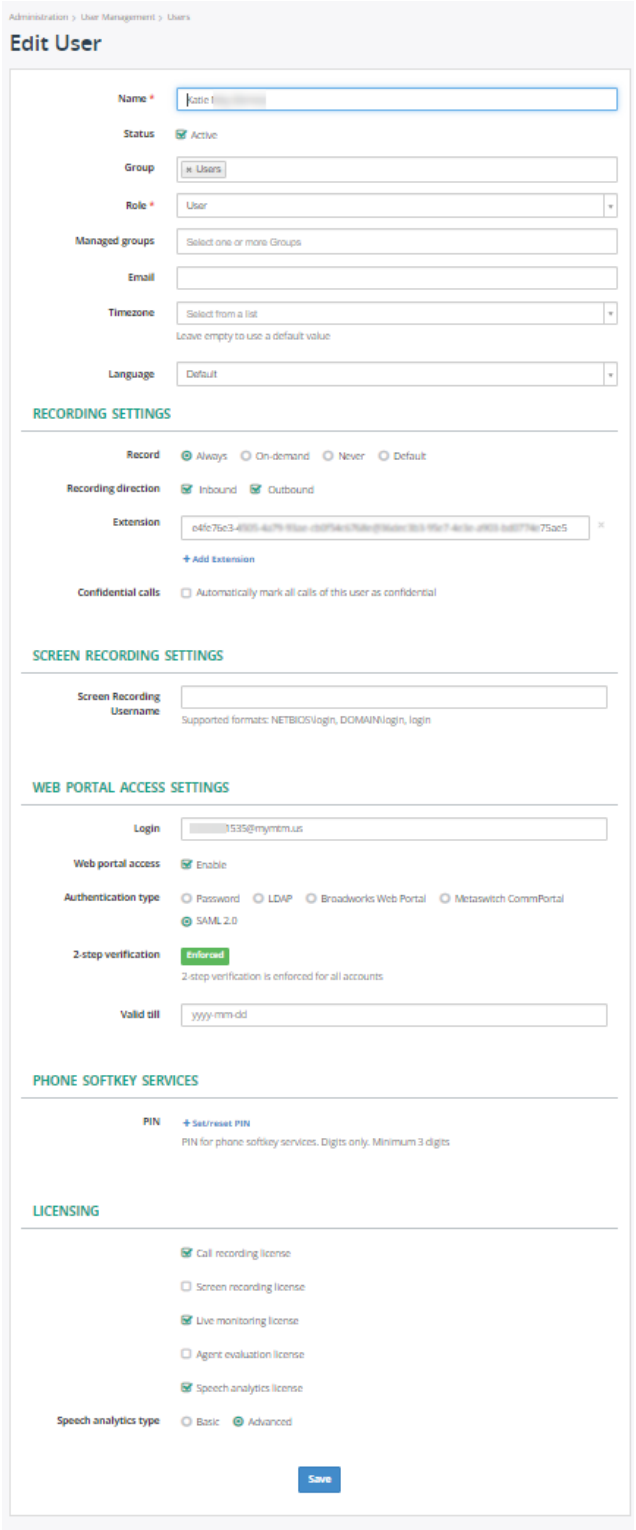
Once the calls for a user display in the Recordings section, the user is ready to be assigned their Role, appropriate groups, access permissions, licenses etc. in their profile, as needed. See next steps...

Define User Call Recording Profiles

Assign Licenses, Roles, Groups, Recording Rules, and Access Permissions to all Users.

1. While logged into Call Recording as an Admin, go to: Administration > Manage Users > Users
2. Select a user from the list and click on Edit (far right) to view the user's profile information.
3. Enter or select the correct information for this user for each of the settings listed here, as needed - note, some settings are optional.
4. Click Save when finished defining the user's Call Recording profile.
5. Repeat for all users to ensure call recordings are saved and assigned correctly and users have the correct access permissions and tools for their role.

OR
Admins may also use the **Bulk Edit** tool to manage the general settings for role, license, and recording permissions for multiple users. This is helpful for setting multiple users to have exactly the same role, licenses, group and/or managed group assignments, simultaneously. Note: Caution should be used to avoid changing any settings or user information that should be unique to each user (Name, extension(s), PIN, or access credentials, etc.) while using Bulk Edit to modify multiple user profiles at once.



Important settings that must be set correctly for all users:

USER INFO

- Name*: Required. Enter the user's name. (single user setting)
- Status: A check in this box ☑ enables/activates this user.
- Group: Select or type the name of a Group currently defined in the system for your organization to add this user to it as a member. Repeat to add the user to more than one group.
- Role: For Teams Call Recording users, select the correct role type for this user from the drop-down selection tool. Tip: familiarize yourself with the Roles and their access permissions prior to editing users so that the correct level of access to private information is selected.
- Managed Groups: (Supervisor or Admin assignment) Select one or more groups defined within Call Recording which this user will be authorized to view, edit, annotate, monitor, QA, report, etc. the call (or screen) recordings of the members.
- Email: Enter the email address for this user. This information is used for notifications, scheduled reports, downloads (where allowed) etc. (Single user setting)
- Timezone: Default = The timezone noted for the tenant during integration. This field defines the user's personal timezone and overrides any that were set at higher levels.
- Language: Default is English. Select the display language from available options in the drop-down list.

RECORDING SETTINGS

- Record: Choose one of the following: ☑ Always, or Never
  Default and On-Demand should not be selected.
- Recording Direction: Click to specify whether this user's Inbound and/or Outbound calls will be recorded.
- Extension: Teams Call Recording uses the teams ID for each user. However, if available to edit, you may enter additional teams phone extensions for this user (requires at least 3 digits). This associates the calls to the number(s) entered with this user. (Single user setting)
- Confidential Calls: Click to enable ☑ if all calls recorded for this user need to be set to Confidential automatically.

SCREEN RECORDING SETTINGS

- Screen Recording Username: ($Add-On license purchase and additional install/setup per desktop required) If licenses were purchased, enter the login credential for the screen recording service following the format noted directly below the field. (Single user setting)

WEB PORTAL ACCESS SETTINGS

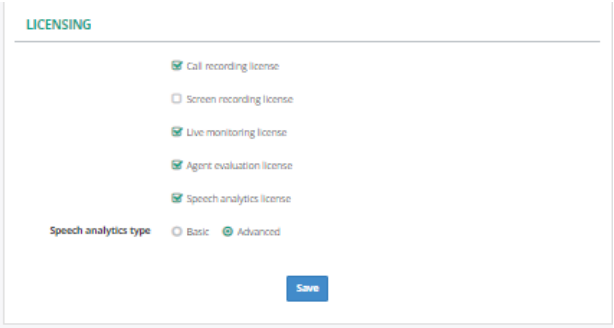
- Login: Enter the user's login for Cloud Services Portal access IF they will be allowed to access Call Recording to perform work using SAML 2.0 authentication. The basic login credential format is [the user's 10-digit teams phone number]@mymtm.us. *Example: 8885551212@mymtm.us All authorized Call Recording Portal users must access Call Recording via the link in their Cloud Services Portal Dashboard when SAML 2.0 authentication is in use.*
- Web Portal Access: Enable ONLY if this user will be allowed to access the Call Recording Portal to perform work on call recordings. The Service Provider system synchronizes this data with the Cloud Services Portal at least once a day to update and allow for SSO access from the Cloud Services Portal to the Call Recording Portal, where authorized in both portals. An additional setting in the Cloud Services Portal must also be set to display the link to the Call Recording Portal in the user's Cloud Services Portal dashboard (or Call Recording section for Admins). Since provisioning may take a few days to complete for all users, the Teams Call Recording Admin will need to return to the Cloud Services Portal to allow access link visibility as the data updates. See steps below. These security measures help keep sensitive call data safe..
- Authentication Type: **SAML 2.0** is the supported option here for Teams Call Recording organizations. This option ensures the correct SSO protocols are met and the connection to synchronize with the Cloud Services Portal is in place. Any other authentication options that could be selected here are either unsupported or will require additional setup by the Admin (outside the scope of the standard/recommended integration steps). *The other Authentication type options are 'use at your own risk.'*
- Valid till: Optional. Enter a date to define the end of access permissions for this user. Once this date has passed the user cannot access Call Recording Portal without Administrator intervention. Leave blank if there is no end date for access.

PHONE SOFTKEY SETTINGS

PIN: + Set/Reset Softkey PIN - Enter the 3-dgit minimum softkey PIN for this user. NOTE: **Not** needed for Teams integrations.

LICENSING SETTINGS

By default, each successfully provisioned user is enabled and assigned a Call Recording license, a Live Monitoring license, and 'Advanced' Speech Anaylitics selected automatically here. The Admin may choose additional license assignments as needed.



- Call Recording License: Default = enabled. Assigning this license tells Call Recording to record and save the calls for this user
- Screen Recording License: $Add-on. Default = disabled/unassigned. Assigning this license tells Call Recording that a user also uses the Screen Recording service on their desktop during active calls (this option requires additional add-on license and installation plus setup on the desktop as well as credentials to sign into the desktop screen recorder defined above)
- Live Monitoring License - Default = enabled. Assigning this license tells Call Recording that the calls for this user can be live monitored.
- Agent Evaluation License - $Add-on. Default = disabled/unassigned. Enabling / assigning this license tells Call Recording that the calls for this user can be evaluated either manually or (once setup) by AI if in use with an assigned Speech Analytics license.
- Speech Analytics License - Default = disabled/unassigned. Enabling / assigning this license tells Call Recording to turn on transcription for this user's calls which also allows the use of AI-driven features like auto-Evaluate/QA, call summary, redaction, and more.

Be aware of the following when assigning licenses:

- The organization must have enough licenses available (purchased and as yet unassigned) to assign to a user successfully.
- Selection of the Screen Recording license also requires desktop application installation and setup, plus the access credentials for the desktop recorder to be in place for use.
- Selection of Agent Evaluation is required for use of the QA forms, both manual and automated/AI, for a user's calls. Must be assigned to the user(s) whose calls will be evaluated. Must have Speech Analytics license if automated QA will be used.
- Selection of Speech Analytics license for assignment will impact the organization's monthly billing going forward as the contracted Call Recording transcription and AI usage costs begin to accrue.

SAML 2.0 - Set Cloud Services Portal Access for Authorized Teams Call Recording Portal Users

When SAML 2.0 authentication is in use: Once a Call Recording license holder user profile has been set up with a Role that should have access to work within the Call Recording Portal, an Admin must also log into the Cloud Services Portal and set the access link visibility setting to enabled as the users populate into the Call Recording Admin Tools section.

In the Cloud Services Portal Admin Tools menu:

1. Open the Call Recording section to review the list of fully provisioned Call Recording license holders (updates 1x/day).
2. Click on the Edit icon adjacent to a listed Call Recording license holder to view the access link setting.
3. Click to place a check in the box to allow a Call Recording portal access link to display to the user in the Cloud Services Portal Dashboard. Note: The default is OFF for security compliance and this setting should remain disabled for MOST license holders.
4. Click **Save** to submit the change and repeat as necessary for other authorized Call Recording portal users displayed in the list.

Frequently Asked Questions

- **Can I enable recording for individual users?**
  Yes, Call Recording can be enabled for either a whole organization (using a global recording policy) or for individual members of a specific recording group. In the case of recording group use, the Teams Admin just needs to create the group recording policy in the Microsoft admin portal and then add specific users to it. Use of a more tailored recording Group with only those Teams users who need to be recorded is a best practice to manage user licenses for call recording more effectively and reduce costs.

- **Can I enable recording for a whole organization?**
  Yes, Call Recording can be optionally enabled for a whole organization (global recording policy). In such a case, ALL Teams users' calls will be recorded by default.

- **How long does it take for recording to appear in the Call Recording portal after a call is completed?**
  Call Recording (MiaRec) platform records calls in real-time. This means, you will see the active calls instantly in the web portal as soon as they are established. Call Recording (MiaRec) supports live monitoring feature, giving your supervisors an ability to listen to agents' calls in real-time via the portal. Once the call is completed, the recording will be instantly available for playback.

- **Are users being notified automatically that call is being recorded?**
  Such a recording announcement is configurable. When enabled, the PSTN users will hear an audio notification (like "This call is being recorded") and the users, who join a call using a Teams application, will see a banner a the top of the screen that call is being recorded.

- **Can I connect multiple recorders in my organization?**
  Yes. Microsoft Teams supports connecting multiple recording applications (bots) to the same call. Each recording bot can record a call. Such a setup can be used for redundancy purposes. CalL Recording MiaRec) will not interfere with other recorders.

- **Do I need to install any software in my network or on users computer?**
  No. The Call Recording (MiaRec) platform is a cloud service that integrates directly with Microsoft Teams and records teams calls in your organization on your behalf.

- **How long do you keep the recording?**
  By default, recordings are stored for 90 days. A longer storage period requires purchase of a storage package.
  Contact your Service Provider Account Manager for storage package details.

- **Does it work with Teams Direct/Derived Routing, a Teams Calling Plan or Operator Connect?**
  Yes it can. The Call Recording (MiaRec) platform supports all these PSTN connectivity options. At this time the service provider supports OC Teams integrations, however support for Derived Routing Teams customers is slated to become available in the future.

- **How long will it take to setup an integration?**
  Integration is the first step in getting Call Recording working for your organization's Teams callers. The automated integration wizard provided by Call Recording (MiaRec) makes the process less time-consuming. The initial integration time is dependent on the size of your organization and number of users. And, depending on the size of your organization, it may take from a few minutes to a few hours for Microsoft Teams to update your group policies and sync with Call Recording.