

AUDIOCODES APPLICATION NOTE

SmartTAP 360°

Enterprise interactions recording for total compliance, security and peace of mind



The unstoppable momentum of digital transformation is revolutionizing our already fast-moving global economy, with enterprises in every market sector leveraging innovative technology to gain and maintain a decisive and winning edge over their competition.

As part of this shift, recent times have seen the increased adoption of unified communications (UC) solutions in the modern workplace, especially Microsoft Teams. Today, the advent of the “new normal” model of remote working has given UC a massive boost.

But these incredible opportunities also bring significant challenges, especially in the area of regulatory compliance.

When remote work digitization programs that usually take years to complete are instead quickly rolled out within a few weeks, organizations can easily find themselves relegating compliance issues to the bottom of their to-do list. But although working habits everywhere are changing fast, regulatory regimes remain stringent and security threats are undiminished. In fact, cyberattacks are only likely to rise with the migration of communications infrastructure to the cloud.

Now, more than ever, it is vital that enterprises deploy a trustworthy compliance recording solution that faithfully captures every interaction, internal or external, that takes place.

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SmartTAP 360° Has It ALL Covered

AudioCodes' [SmartTAP 360°](#) is an intelligent and secure enterprise recording solution for all voice, video and instant messaging (IM) interactions, now also available for Microsoft Teams. It enables companies to automatically capture and index all types of internal and customer organizational interactions.

All AudioCodes products place a heavy emphasis on security and data protection, and SmartTAP 360° is no exception. Stored interactions are encrypted and can be exported with a digital signature for data integrity and reliability, ensuring that the original records cannot be altered. There is a role-based access control with an audit trail and complete logging of all user activities. Predefined retention, editing and deletion policies can easily be set, and interaction deletion prevention eliminates the possibility of accidentally erasing recordings.

SmartTAP 360° can be seamlessly and smoothly integrated with other AudioCodes voice networking products for a unified and comprehensive communications solution.

SmartTAP 360°'s enterprise-class architecture delivers reliability that you can trust, while making sure that all recordings are properly tagged for future retrieval or analysis. Interactions are stored securely and confidentially, either on-premise or in the cloud. In addition, SmartTAP 360° can be seamlessly and smoothly integrated with other AudioCodes voice networking products for a unified and comprehensive communications solution.

Even better, managing and monitoring SmartTAP 360° is simplicity itself. An intuitive web management console makes it easy to playback, search, download and share interactions, as well as ensure quality, with silent live monitoring support also available.

Keeping on the Right Side of the Law

In today's dynamic business world, organizations must successfully navigate a whole raft of complex compliance regulations and laws if they want to avoid being hit with severe legal and financial penalties. Here are just some of them.

General Data Protection Regulation

The General Data Protection Regulation (GDPR) is a European Union law covering data protection and privacy issues, and which applies to all companies doing business in the EU.

SmartTAP 360° has a range of features to handle GDPR obligations, including:

- **Right to access** – SmartTAP 360° administrators can log in to the Web Management Interface using secured and encrypted web access to give individuals a copy of their personal data.
- **Right to rectify** – SmartTAP 360° administrators can create, delete and edit users' personal information and can rectify mistakes in personal information upon request.
- **Right to be forgotten** – SmartTAP 360° administrators can immediately erase personal information by deleting call recordings.
- **Data retention** – Call recordings are stored for a specific time range as per the defined retention policies. Once this time elapses, the recording is automatically deleted.



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Markets in Financial Instruments Directive II

The Markets in Financial Instruments Directive II (MiFID II) is a European Union law that harmonizes financial services rules across all EU member states by promoting high levels of market transparency.

SmartTAP 360° helps enterprises meet important MiFID II requirements, including:

- **Obligation to document** – Recording of internal and external calls and conferences, including voice, video and IM interactions.
- **Obligation to inform** – Works with Microsoft Teams notifications and the Skype for Business announcement server.
- **Retention obligation** – Storage of call recording and metadata during the mandatory retention period, with ability to export the data.
- **Tamper-resistant recording** – Recordings are encrypted and can be exported with a digital signature. Role-based access control, audit trail and logging of all interactions further enhance recording integrity.
- **Unambiguous correlation** – Tagging of unambiguous metadata, manual metadata enrichment and automated API-based metadata enrichment with back-office data.

Payment Card Industry Data Security Standard

The Payment Card Industry Data Security Standard (PCI DDS) is an information security standard for organizations of any size that accept credit cards issued by the major card providers. One of its most important recommendations is not to store cardholder data if it is not necessary to do so.

SmartTAP 360° easily enables the recording to be stopped or paused before credit card data is given by a caller and resumed again afterwards.

Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) sets out rules governing how personally identifiable information held by healthcare and health insurance providers should be protected from fraud and theft.

SmartTAP 360° covers the key elements of HIPAA, including:

- **Information access management** – Role-based access control enables employees with the appropriate permissions to access the call recordings.
- **Audit control** – All user actions in the system are recorded.
- **Recording integrity** – Recordings are encrypted and can be exported with a digital signature to prevent alteration.
- **Transmission security** – All communications are carried out over HTTPS.



Electronic Discovery

Electronic discovery (also called e-discovery or ediscovery) refers to the process of searching for and collecting information held in electronic formats for use in any kind of legal proceeding.

SmartTAP 360° allows the easy retrieval of recordings and data through search, find, play and export functionalities.

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Security First

SmartTAP 360° secures connections, media in transit and media files at rest in the following ways:



- **Connections** – The traffic between the SmartTAP 360° web client and the SmartTAP 360° server is secured using the HTTPS protocol. SmartTAP 360° users are authenticated and authorized either locally on the SmartTAP 360° server or using a centralized third-party authentication server such as Active Directory or Azure Active Directory.
- **Audio path** – Security is provided through TLS (SRTP), based on a signed certificate issued by a certificate authority.
- **Media files** – These are stored encrypted utilizing application-level encryption.
- **Access and review** – Through compliance-based permissions, such as:
 - User and group-based security profiles.
 - Profile-based searching access to audio and metadata.
 - System and user access is logged and made available through a searchable journal system.

It's Cloud Time

The cloud has quite rightly been hailed as a game changer for business applications because it delivers on demand usage, scalability, flexibility and resiliency with a minimal capital outlay.

AudioCodes offers two cloud-based recording offers:

- AudioCodes Azure subscription
- Customer Azure subscription

In some cases, the user can be hosted in a specific Azure region or in the nearest geographical location to meet compliance or regulatory requirements.

These solutions offer broad data security, including:

- **Data security at rest** – SmartTAP 360° “data at rest” refers to inactive data such as call records and media that is stored physically in a digital form. Media is stored and encrypted using application-level encryption as well as on disks or with storage encryption. Disks and storage encryption are under the customer’s responsibility when SmartTAP 360° is hosted in the customer’s public cloud or on-premise.
- **Data security in transit** – SmartTAP 360° “data in transit” refers to data flowing through the communications network between the various system elements. Such data is encrypted using secure protocols such as HTTPS and SRTP.

The platform and hosting security adheres to Microsoft Azure’s security recommendations.

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The Smart Choice for Staying Ahead

With SmartTAP 360°, AudioCodes has set the bar very high. You can rest assured that our field-proven approach not only results in a top-notch recording solution, but also ensures unbeatable levels of security and strict organizational compliancy with the latest industry standards.

Click here for more information:

<https://www.audiocodes.com/solutions-products/voiceai/meetings-and-recording/smarttap-360>

About AudioCodes Voice.AI

AudioCodes Voice.AI business unit focuses on voice, the most fundamental form of human communication, to help enterprises automate workspace collaboration and customer experience, by leveraging state-of-the-art Conversational Voice technologies.

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