



NUSO Connect Recorder

Call and Contact Recording for Regulated Environments

NUSO Connect Recorder is a compliance recording platform designed to support regulatory requirements across modern and legacy communications environments, including Microsoft Teams, UCaaS, SIP, and Zoom.

It enables organisations with secure storage, configurable retention, and operational visibility into recorded interactions without disrupting existing workflows or architectures.

Business & Compliance Challenges



Multiple Technologies Organisations operate across a mix of legacy PBXs, Microsoft Teams, UCaaS, CCaaS, and video collaboration platforms. Ensuring consistent recording and oversight across these environments introduces operational and compliance complexity.



Hybrid Work & Distributed Locations Hybrid and remote work models mean regulated conversations now occur across locations, devices, and platforms making consistent capture and governance more challenging.



Regulatory & Governance Requirements Organisations must support evolving data privacy, retention, and auditability expectations across frameworks such as GDPR, MiFID II, HIPAA, and PCI-aligned workflows.

Reduces compliance and operational risk

Helps Improve audit readiness and response times

Supports hybrid and transitional IT environments

Enables insight from recorded interactions without manual effort

- **Platform-Agnostic Compliance Recording** Configurable recording across Teams, UCaaS, SIP, CCaaS, Zoom, and legacy voice platforms.
- **Flexible Deployment Options** Available as cloud, on-premises, or hybrid deployments—designed for rapid implementation and minimal operational disruption.
- **Secure Storage & Access Controls** Customer-managed or NUSO-managed storage options with configurable retention settings and role-based access controls, and encryption.
- **Operational Auditability** Per-recording activity history to support operational review and investigation to support compliance review and audit preparation.
- **AI-Powered Insight** Automated transcription, sentiment analysis, advanced search, tagging, and dashboards to support quality assurance and operational insight.
- **Global Support** 24/7 global support available to assist with deployment, operations, and ongoing service needs.