

Akixi Strengthens Microsoft Teams Offering with Oak Innovation's Certified Call Recording

LONDON, UK — [November 14] — Akixi, a leader in cutting-edge customer experience (CX) insights, today announced an expansion in its Microsoft Teams **CX Connect Interop Program** with the addition of **Akixi Call Recording Powered by Oak Innovation**.

By partnering with Oak, Akixi bring to market one of the globally leading fully certified call recording solutions for Microsoft Teams. The product conforms with all major regulatory requirements, including FCA, PCI, MiFID II, Dodd-Frank, GDPR and HIPAA. It is also call routing agnostic, meaning it is compatible with Microsoft Call Plans, Direct Routing, Operator Connect and Microsoft certified Contact Center solutions.

As service providers face mounting pressure to combat price erosion in the Teams PSTN market, Akixi's expanded suite provides fresh revenue-boosting opportunities. With the addition of call recording, Akixi now offers a full trio of value-added services tailored for Teams, equipping providers with everything they need to supercharge their Teams calling practice and drive new growth.

"In a dynamic environment like Microsoft Teams, rapid roll-out is critical, and our service provider partners rely on vendors to streamline integration," says Colin Gill, VP Cisco Business at Akixi. "Akixi CX Connect will fast-track this interoperability, giving our partners a leg up. With certified call recording increasingly in demand due to regulatory tightening, we knew Oak's reputation, competitive pricing, and Microsoft certification made them the ideal partner. Together, we're offering a solution that delivers compliance, insight, and revenue growth."

Chloe Emm, Growth Director at Oak, expressed excitement for the collaboration, "Akixi's rapid expansion in the Microsoft space, coupled with Oak's certified technology, opens up a significant opportunity to serve a large network of service providers looking to enhance their Teams offering."

Akixi Call Recording powered by Oak is available now. To learn more, visit <https://akixi.com/cx-connect/>, or fill out our [contact form](#).



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About Akixi

Akixi is a fast-growing and profitable private equity (PE) owned company operating in the UK, Europe, and the US, headquartered near London. Akixi works with leading service providers to offer CX-impacting, cloud-based, real-time call insights and reporting and a range of value-added services, with over 850 partners and around one million users benefiting from our multiple award-winning solutions.

About Oak Innovation

Oak are global leaders in the capture and processing of communications. Oak brings 35 + years of experience to the Unified Communications space, with award-winning, Microsoft certified compliant cloud-based call recording for Teams.

Contact Information:

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