



Arctera Capture for Microsoft Teams

Capture and preserve Teams conversations for compliance, supervision, and eDiscovery

Business communication in Microsoft Teams happens across one-to-one chats, group conversations, channels, shared files, and rich content.

The communication record includes more than the message text. Conversation structure, attachments, metadata, and supported lifecycle activity help explain what happened and when.

Microsoft 365 can retain Teams data within the platform. Organizations governing communications across multiple channels also need a consistent way to capture that activity, apply policy, and make it available for supervision, investigations, audits, and eDiscovery.

What Is It

Arctera Capture connects to Microsoft Teams through Microsoft Graph, Teams Export APIs, and SharePoint APIs to retrieve supported Teams communications from Microsoft 365 environments.

Chats, channel conversations, attachments, rich content, and message lifecycle activity are standardized into archive-ready records. Configurable threading and message handling preserve conversation context, while policy and filtering controls are applied during ingestion before records are committed to the archive.

The result is a consistent and reviewable record of Teams activity that can be governed alongside communications from other supported sources across the Arctera Unified Platform.

What's Captured

Captured content

- S One-to-one and group chat messages
- Channel messages and threaded conversations
- Message edits and deletions, where supported
- Attachments and modern attachments
- Loop components, video clips, and voice messages
- Reactions, emojis, praise, approvals, and mentions
- Chat and channel metadata, plus membership events

Deployment note

US Government L4/L5 (DoD) cloud deployments are not supported.



**One platform. One data foundation.
Multiple compliance workflows.**

Not Captured or Subject to Limitations

- Channel messages require the team owner to be included in the monitored-user list
- Hosted content in one-to-one chats with external users
- Hosted content from deleted teams or deleted messages, including voice messages
- Guest, external-user, and deleted-user chats when chat deduplication is enabled
- Reactions added after a message has already been captured
- Earlier versions of private-channel edits and replaced attachments
- Deleted messages outside Microsoft's 21-day API availability window

How it Works

The connector uses a Microsoft Entra ID application with OAuth 2.0 and X.509 certificate authentication. Administrators grant the required Microsoft Graph, Teams Export, and SharePoint application permissions, then configure monitored users and collection settings in Capture.

During scheduled or ad hoc runs, Capture retrieves supported Teams chats, channel messages, attachments, and related metadata through Microsoft APIs. It does not intercept live Teams traffic or interact with active user sessions.

Microsoft Teams Capture and Governance Flow



Security and Access

- Microsoft Entra ID application permissions with OAuth 2.0 and X.509 certificate authentication
- Admin consent for required Microsoft Graph and SharePoint permissions
- Permissions scoped to the Microsoft Graph and SharePoint resources required for collection
- API-based collection with no live traffic interception

Category	Details
Integration type	API-based through Microsoft Graph API, Teams Export APIs, and SharePoint API
Data ingestion	Scheduled and ad hoc
Deployment model	SaaS
Supported environments	Microsoft 365 cloud
Licensing	Supported Microsoft Graph licensing for Teams Export APIs
Authentication	Microsoft Entra ID application permissions with X.509 certificate authentication
Archive destination	Configured archive target within Arctera Unified Platform
Policy enforcement	During ingestion, before archive commit

How it is Used

- Retain Teams chats and channel communications for regulated record keeping
- Support eComms surveillance and supervisory review across Teams communications
- Investigate potential misconduct, insider risk, and policy violations using preserved conversation context and metadata
- Apply legal hold and eDiscovery to archived Teams messages and attachments
- Provide a reviewable record of edits, deletions, and collaboration activity for audits

Native Retention vs. Arctera Capture

Capability	Native Microsoft 365 Retention	Arctera Capture
Retention location	Within Microsoft 365	Configured archive target
Communication context	Preserved in native Teams structures	Normalized with configurable threading and metadata
Data format	Microsoft-specific	Standardized and archive-ready
Supervision workflow	Microsoft 365-native tools and processes	Integrated with Arctera supervision, investigation, and eDiscovery workflows
Cross-platform governance	Centered on Microsoft 365	Consistent governance across supported communication sources
Lifecycle handling	Managed through native retention policies	API-based capture of supported edits, deletions, and attachments

Getting started

The Microsoft Teams connector is part of the Arctera Unified Platform and is configured through Capture.

To deploy the connector, register an Entra ID application, grant the required Microsoft Graph and SharePoint application permissions with admin consent, and upload an X.509 certificate. In Capture, add the tenant and application details, select monitored users, and configure schedules, filters, threading, attachments, and archive targets.

Supported Microsoft Graph licensing is required for Teams Export API access. Your Arctera team can help confirm licensing, permissions, and the right configuration for your environment.

See how it works in your environment

Learn how Arctera Capture can bring Microsoft Teams into your broader communications compliance and governance strategy.

About Arctera

Arctera, a business unit of Cloud Software Group, is a leading global provider of compliance and governance solutions that enable firms to unleash game-changing technologies into their organizations while minimizing risk. Created in 2024 from Veritas Technologies, Arctera helps the biggest companies in the world monitor and control exactly how their information is being accessed, used and shared. The Arctera™ Unified Platform is able to capture data from over 130+ different content sources, and more than 280 AI policies help firms streamline compliance and adapt to evolving regulations.



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