

Gold
Microsoft
Partner



CWSI

Secure Cloud Call Recording for Microsoft Teams

Carrier Grade Unified Call Recording and Voice AI

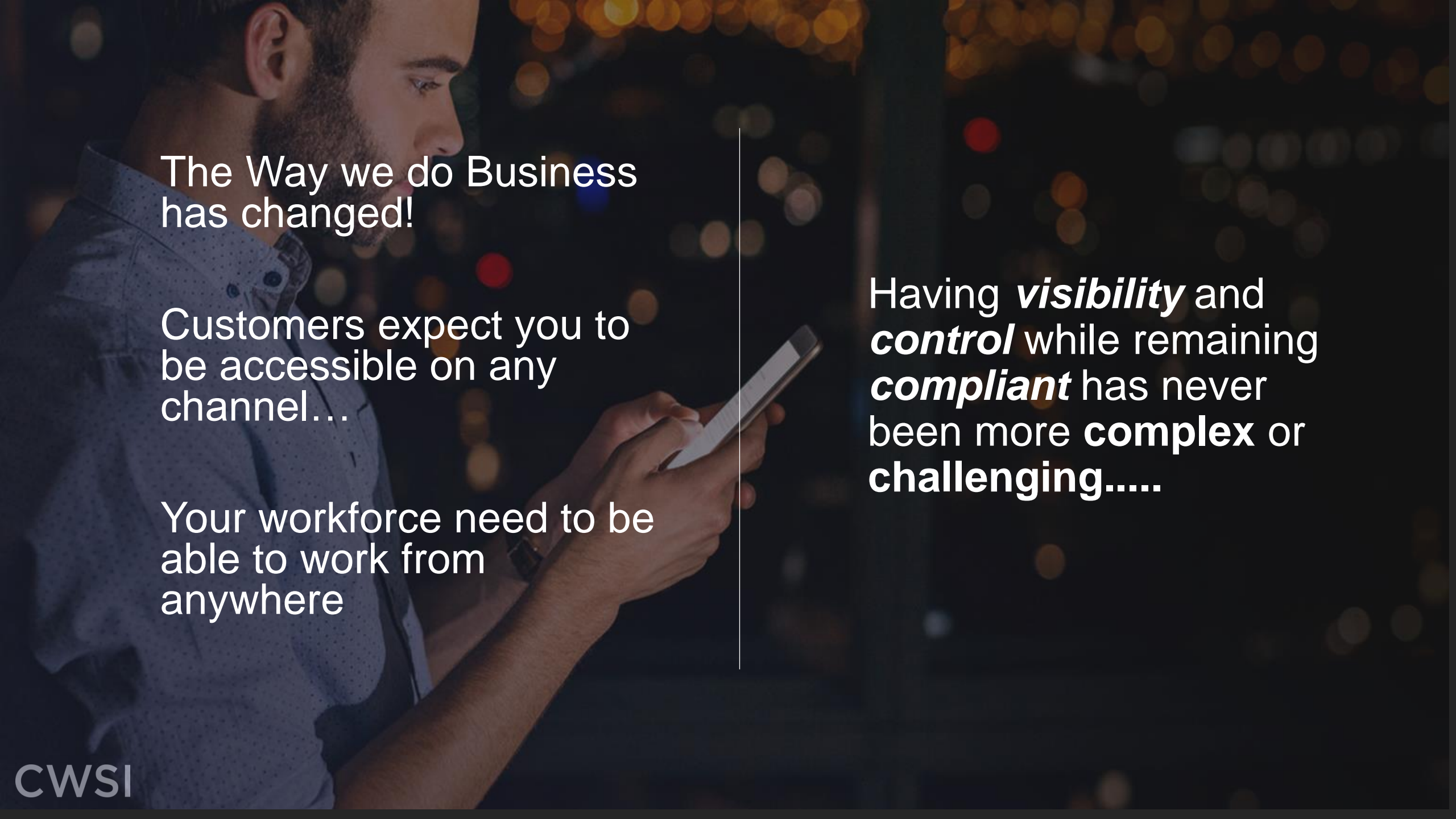
Product Management Nov 2020 v1.0





CWSI Secure Cloud Call Recording & AI Solution for Microsoft Teams enables you to record, analyse, alert, transcribe and store interactions from **Microsoft Teams** in the cloud ***safely*** and ***securely***.

Quick to deploy and highly cost effective



The Way we do Business
has changed!

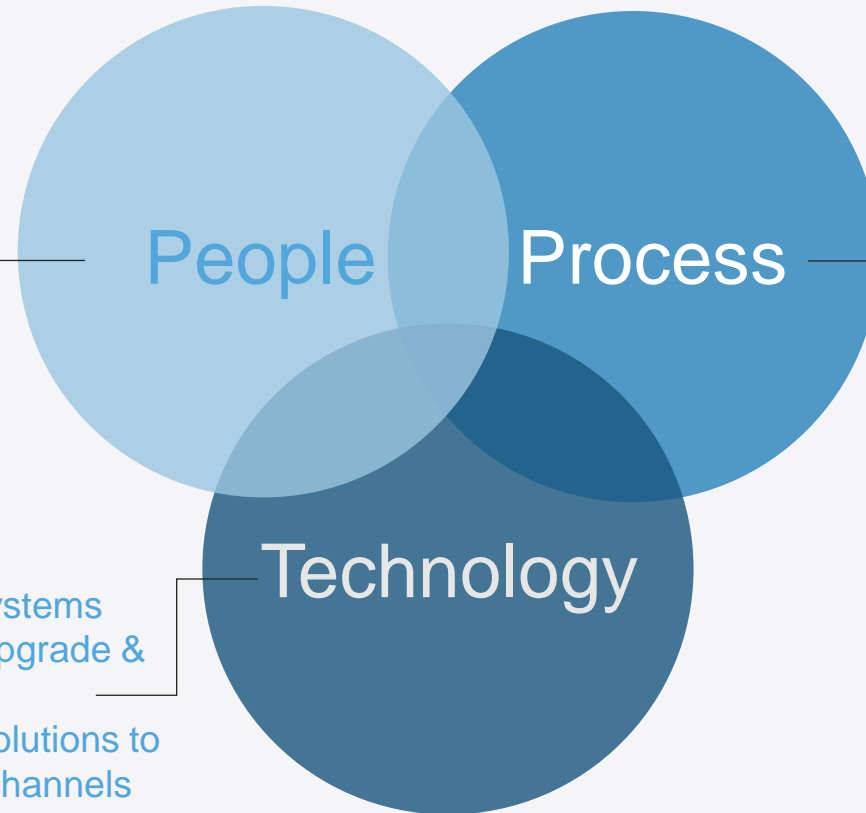
Customers expect you to
be accessible on any
channel...

Your workforce need to be
able to work from
anywhere

Having ***visibility*** and
control while remaining
compliant has never
been more **complex** or
challenging.....

Current Business Challenges

- Rapid Growth of Remote & Home Working
- Preference to use own mobile devices
- Explosion of Microsoft Teams Adoption



- **Regulators** continue to demand **tighter control** and **evidence** to support due diligence (*Lockdown grace period for FSI has now ended*)
- Traditional **quality** and **compliance assurance** processes are **resource intensive** with relatively low volume sample rates
- **Customer Experience** has become the No.1 board level metric, proven to directly impact **revenue** and **profits**

- Legacy recording systems costly and slow to upgrade & expand
- Multiple disparate solutions to capture all contact channels
- Expensive third party transcription services (£1 per minute)



Gartner Predictions for 2021 and Beyond

By 2025, 75% of conversations at work will be recorded and analyzed, enabling the discovery of added organisational value or risk.

CWSI

CWSI Solution

Dubber - The only unified call recording solution, with AI-enriched insights for Microsoft Teams

- ✓ Fully Certified by Microsoft
- ✓ AI-enriched voice data on Microsoft Teams
- ✓ Unlimited scale and storage with full data encryption
- ✓ Record 100% of calls, from any device, on any device
- ✓ Real-time search
- ✓ Instant insights and alerts
- ✓ Automatic call transcriptions
- ✓ Real time sentiment analysis
- ✓ Secure and compliant with global privacy and data sovereignty standards
- ✓ Open API and data exporter – easily integrate with Enterprise Apps
- ✓ No on premise hardware or software

Streamline recording, maintain compliance and unlock insights from voice data.



CWSI

Dubber in Action

Dubber Use Case Scenarios

Real-Time Actionable Insights -
Consistently



Regulation & Compliance

- Meet Regulation
- Reduce Risk
- Evidence of Compliance
- Avoid Fines

Customer Experience & Costly Complaints

- The “Why” behind the KPI
- Proactive Engagement to avoid complaints and cancellations
- Automate Voice of the Customer measurement

Performance Improvement & Competitive Analysis

- Define exactly what “great performance” looks like
- Measure the Mood of the Business
- What the customer says about the competition



RECENT CLIENT EXAMPLE

- Swiss Investment Bank & Wealth Management
- 6,000 staff
- €100 billion AUM
- MIFID II Compliance
- Global Locations

The Opportunity

UK

150 Mobile Voice Recording & AI Call Recording with Storage

UAE

Mobile Voice Recording via PBX mapping with cloud storage

Switzerland

900 compliance recording users

International

3,000 video recording users

The Solution

- Mifid II compliant real time storage
- Voice AI for seven nominated languages
- Transcription services for seven nomination languages
- AI Data Export for consumption in CRM
- Sentiment and tonal analysis
- Alert notifications
- Voice AI services on existing call records

CWSI

Pricing



Simple License Packages - RRP

Standard Plan - €14.95

Unified Call Recording

Key features: -

- Unlimited recordings
- Infinite, instant access cloud storage
- Retention periods
- Admin Console
- Call Tagging
- Private & Manager inboxes
- Team visibility & controls
- Bulk download & delete
- Enforced call recording
- Sharing

Advanced Plan - €29.95

UCR + AI & Voice Intelligence

All the features of the standard plan plus: -

- Premium AI (tone & emotion)
- Advanced sentiment analysis
- Beautiful transcriptions
- Alerts & notifications
- Personal Call exception controls
- Team search & discovery
- Data exporter
- Legal hold & discovery
- Team & Individual Profiles
- Advanced Sharing

Add-Ons

Salesforce Connector

Connect recordings, data, beautiful transcriptions and analytics to Salesforce

€5 per user per month

Dubber Data & API

Scaled API & Data Exporter for Enterprises

€10 per user per month

Screen & Video

Capture all MS Teams comms (50GB storage per user/month - additional storage available)

€25 per user per month



CWSI Managed Support Service

Managed Support – Standard

Incident management +
Proactive management of service

9am to 5:30pm business days

BAU admin & changes
Platform change management

Included in license

Managed Support - Premium

Extended incident management +
Proactive management of service

7am to 10pm
365 days

BAU admin & changes
Platform change management

Standard User €1.00 per user/month
Advanced User €1.55 per user/month