



Analytics 365 Call Recording With Conversation Analytics

Record and securely store conversations to manage customer interaction and minimize risk. Analyze calls to unlock conversational intelligence and drive performance improvements.

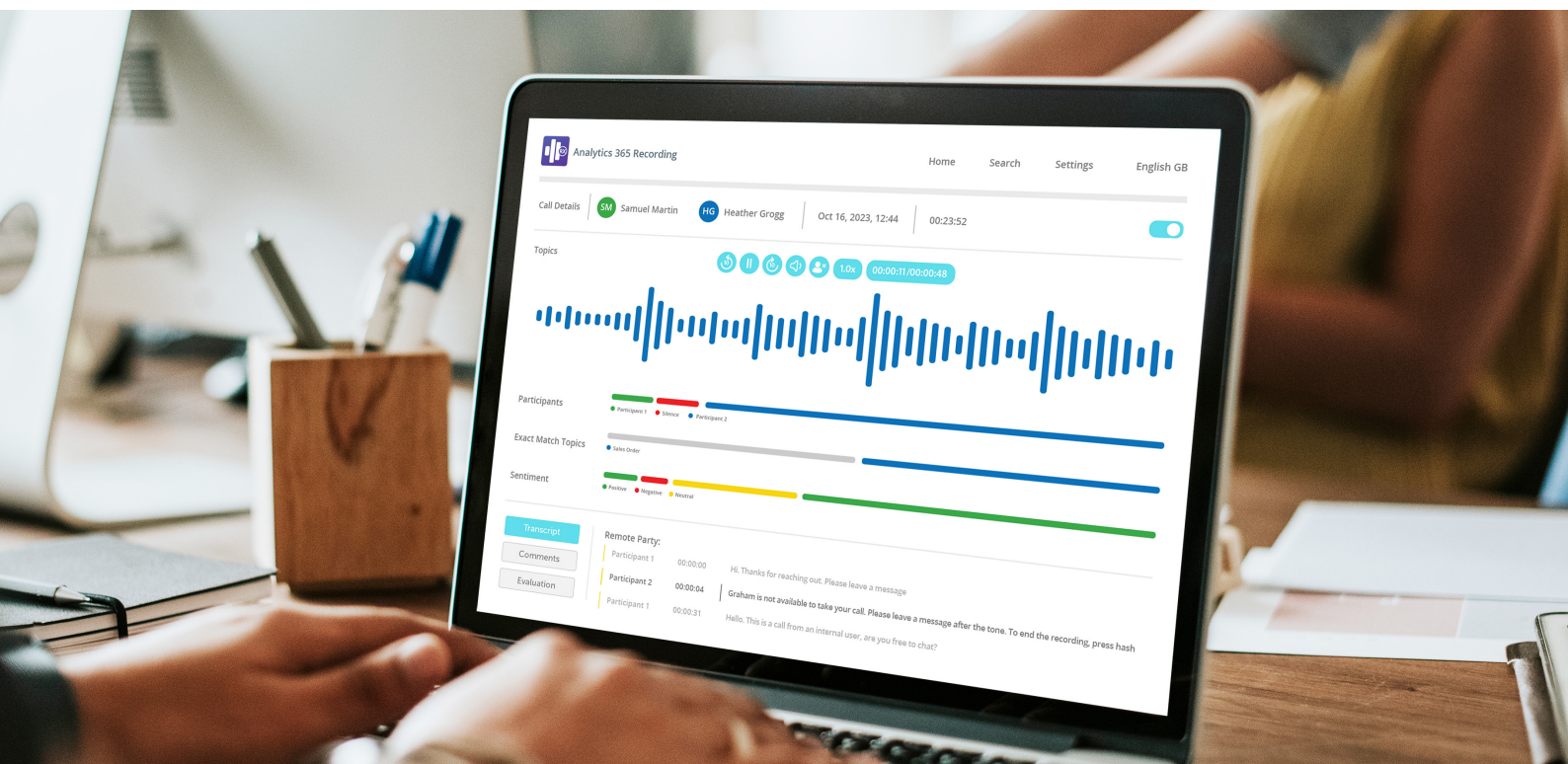
Record, listen and share to understand who said what, resolve disputes, monitor performance, and manage compliance. Leverage AI-powered conversation analytics to transcribe every conversation, highlight the calls that matter, and drive performance to the next level.

Elevate Customer Engagement: Deliver a consistently high level of customer experience by evaluating interactions and sharing best practice.

Get Ahead of the Competition: Unlock conversational intelligence to find out what customers are saying and identify new business opportunities.

Boost Sales: Improve engagement from first touch through to closing a deal. Review interaction, monitor performance and share tactics.

Manage Risk: Address customer dissatisfaction, resolve disputes and manage compliance concerns before your reputation is impacted.





Easy To Use: Filter recordings to find the conversations that matter. View performance by choosing dashboard perspectives and trend periods.

Listen and Share: Select and playback recordings to understand who said what. Securely share recordings via a time limited link or download audio files to include in training programs.

Evaluate Interaction: Add comments and tag users to collaborate with others. Rate quality of interaction, add call outcomes, notes and flags. Share best practice to get new starters up to speed and deliver a consistently high level of service.

Support Compliance: Every recording is encrypted at source to keep customer data safe and support compliance needs. Exclude caller IDs from recording and mask phone numbers to protect caller identity. Pause and resume recording to support card payment compliance.

Manage Administration: Allocate licenses and set recording policy for recorded users. Manage playback networks and administration permissions by individual user or user group. See who did what and when within audit logs of admin and playback activity.

Leverage Conversation Analytics

Transcribe conversations: No need to make notes when on a call or in meetings. Check on the detail of conversations and avoid costly mistakes.

Rate sentiment: Select calls by sentiment, then view a visual timeline of sentiment to see how the conversation progressed.

Identify topic matches: Use predefined or custom topics to identify keywords and phrases, then select to view and play critical parts of a conversation.

Manage compliance: Highlight high-risk conversations, create notification rules and automatically redact sensitive payment card data to manage risk in real time.

