



Analytics 365 Recording With Conversation Analytics For Microsoft Teams

Highlight the Conversations that Matter

What is Analytics 365 Call Recording?

Record, listen and share to understand who said what, minimize errors, resolve disputes, monitor performance, and manage compliance. Leverage AI-Powered Analytics to unlock conversational intelligence, be more productive, minimize risk and make better business decisions.



Key Business Challenges

1 Elevate Customer Engagement

Deliver a consistently high level of customer experience by evaluating interaction and sharing best practice.

2 Boost Sales Performance

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

3 Get Ahead of the Competition

Unlock conversational intelligence to find out what customers are saying about your business and identify new opportunities.

4 Manage Organizational Risk

Address customer dissatisfaction, resolve disputes and manage compliance concerns before reputation is impacted.

5 Be More Productive

Use conversation analytics to review the value of collaboration sessions and improve the quality of interaction.





Why Analytics 365 Recording and Conversation Analytics?

Easy to deploy

- Cloud recording, with or without conversation analytics for Microsoft Teams
- Synchronizes with Microsoft 365 to simplify deployment and administration

Flexible pricing

- Choose a plan to fit your business needs

Advanced capabilities

- Record and securely store interaction to meet compliance needs
- Create rules to drive real time notifications for topic matches and sentiment ratings
- View a visual timeline by participant, sentiment, and topic to find critical parts of a conversation
- Transcription eliminates the need to take notes during a meeting
- Automatically redact sensitive card payment data using AI

Questions To Ask

Elevate customer experience

- How do you train new customer facing staff?
- Are you looking to improve your quality of interaction?

Boost sales performance

- Are you able to analyse sales interaction and share tactics to improve performance?
- Do you take orders and/or make informal contracts over the phone?

Get ahead of the competition

- Would you like to understand what your customers are saying about your products and services?
- Do you know what your customers are saying about your competition?

Manage risk

- Do you need to record conversations to support compliance?
- Would you like to be notified when specified keywords, phrases or sentiment ratings occur in conversations?

Recorded User License Overview

User License	Record calls, meetings & phone calls	Tamperproof storage	Storage period	Scorecard evaluation	Transcripts	Sentiment	Topics	AI notifications	CRM integration
ESSENTIALS	✓	✓	90 days - 7 years						
ADVANCED	✓	✓	90 days - 7 years	✓	500 mins	✓	Predefined		✓
ULTIMATE	✓	✓	90 days - 7 years	✓	✓	✓	✓	✓	✓

