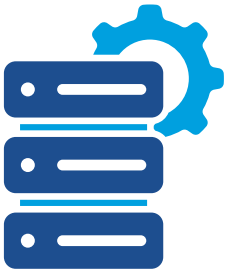
Record AI Compliance Recording

Record and securely store conversations to manage customer interaction and support compliance. Analyse your conversations to drive performance and elevate customer experience.

Record AI is a compliance recording application that synchronises with your voice platform to simplify deployment and ongoing administration. All the essential recording features you need come as standard to help you manage communications and support compliance across your business



Capture, find and play

Avoid costly mistakes

Capture, find and play conversations to understand who said what, check on the detail, avoid costly mistakes and speed up dispute resolution. Select dashboard views to analyse performance, spot trends and act before business is impacted.

Drive Performance

Reduce stress and elevate customer experience

Provide the tools for front-line staff to take ownership of customer interaction by working together, developing call tactics and driving continuous improvement. Agents can listen to calls, discuss recorded content, and share best practice to reduce stress and elevate customer experience.

Manage Risk

Protect your customer privacy

Customer data is kept safe with tamperproof storage and secure file sharing. Administrators manage who has access to voice data by setting permissions and data restrictions. Specified participants can be excluded from recording policies and playback locks applied to protect customer privacy. Recording can also be paused and resumed to support payment card compliance.

Call Recording and Conversation Analytics

Boost customer experience

Deliver a consistent level of service

Collaborate across teams by adding comments and tagging users. Apply outcomes and reason codes to categorise conversations and pinpoint concerns. Flag and download best practice conversations to educate staff, reduce stress and deliver a consistently high level of service.

Evaluate Conversations

Spot areas of concerns and act

Create your own scorecards, then score conversations to evaluate the quality of interactions. Analyse performance by call type, team, or individual agent to spot areas of concern and inform product, service, and training needs.

More value through Integration

Fits with your framework

Integrate with CRM to empower your data with contact and account names or boost productivity by integrating with Bubble and 200+ CRM systems. Bespoke integration requirements can also be met with our developer toolkit.

Transform with conversational intelligence

Transcribe conversations, rate every interaction for sentiment, and highlight keywords and phrases. Trigger real time notifications to manage risk 'in the moment' and protect reputation. Automatically categorise conversations, apply score cards and evaluate every conversation to quickly identify and address any areas of concern. Extend your analytics by using CIQpilot to provide deeper personalised insight into conversations. Recording and conversation analytics licenses are available on a per recorded user/per month basis allowing you to tailor Record AI to match and grow with your business needs.