Call Recording and Conversation Analytics

Clearspan®

Record and securely store to manage customer interaction and minimise risk. Use AI to unlock conversational intelligence and drive performance.

CALL RECORDING AND CONVERSATION ANALYTICS FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Easy deployment and administration			
Web based user Interface with multi language support	✓	✓	✓
Mobile-responsive application accessible via web browser across mobile devices	✓	✓	✓
Online help and video tutorials (UK English)	✓	✓	✓
Manage security, privacy and compliance			
Administrators can view and assign user licenses and permissions	✓	✓	✓
Audit trail of administration and user activity	✓	✓	✓
Integrate with other applications			
Synchonise and display CRM account and contact names (CRM Connect)		✓	✓
Display an authenticated shortcut to Bubble	✓	✓	✓
Developer API	✓	✓	✓

Gain insight from customer conversations to elevate customer experience, manage risk and compliance.

CONVERSATION ANALYTICS FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Evaluate conversations			
Add private and shared comments	1 shared comment	✓	✓
Add flags, call outcomes, reason codes and notes	✓	✓	✓
Rate conversations using a single score	✓	✓	✓
Create and use scorecards to evaluate conversations		✓	✓

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CONVERSATION ANALYTICS FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Analyse performance using AI			
View sentiment rating KPIs (Positive, neutral, negative)		✓	✓
Highlight conversations that contain keywords and phrases using topic matching		Predefined topics*	✓
Visual timeline of participation, sentiment rating and exact topic matches		✓	✓
Word cloud. View and select conversations based on frequently used words		✓	✓
Transcription and summary with indication of participants (multi language)	On demand	500 minutes per month	Unlimited
Visual indication of participant and sentiment alongside transcription (multi language)		✓	✓
Analyse performance trends by users, evaluators, sentiment ratings, topics and outcomes		✓	✓
Manage risk and compliance using AI			
Support PCI DSS compliance by automatically redacting sensitive card data		✓	✓
Trigger real time alerts based on sentiment ratings and topic matches		✓	
Integrate with other applications			
Send transcription summaries and recording URLs to CRM via Bubble	✓		
Send transcription summaries, recording URLs, sentiment ratings and topic matches to CRM via Bubble		✓	✓

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Record and securely store conversations to manage customer interaction and support.

COMPLIANCE RECORDING FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Ease of deployment and administration			
Recorded user license includes storage	1year/7 years	1year/7 years	1year/7 years
Define retention policy for individual users	✓	✓	✓
Multiple devices per recorded user	✓	✓	✓
Find, play and share recordings			
Search and play recordings (play, backward, forward, mute, skip silence, play speed)	✓	✓	✓
Recording analytics KPI dashboard with extensive filtering (date, time, evaluation, outcome etc)	✓	✓	✓
Securely share recordings via a time limited link	✓	✓	✓
Download individual recordings	✓	✓	✓
Bulk download of recordings	✓	✓	✓
Review associated recordings using participant history	✓	✓	✓
Manage security, privacy and compliance			
Select your own storage location	✓	✓	✓
Tamperproof recordings using PGP encryption	✓	✓	✓
Support for multiple voice platforms	✓	✓	✓
Specify participants to exclude from recording policies	✓	✓	✓
Mask caller IDs to protect caller privacy	✓	✓	✓
Manual deletion of individual recordings	✓	✓	✓
Retain recordings using legal hold and retrieve	✓	✓	✓

Recording with Conversation Analytics

COMPLIANCE RECORDING FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Manual pause and resume	✓	✓	✓
Protect sensitive information using playback lock		✓	✓
Integrate with other applications			
Export recording detail to an Excel file	✓	✓	✓
Access and play recordings from Analytics 365 Call Analytics	✓	✓	✓
Record contact centre calls	✓	✓	✓

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