Recording with Conversation Analytics

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What is Recording with AI Analytics?

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

Key Business Challenges

Elevate Customer Interaction	Deliver a consistently high level of customer experience by evaluating interaction and sharing best practice.
Boost Sales Performance	Improve engagement from first touch through to closing a deal. Review interaction, monitor performance and share tactics.
Get Ahead of the Competition	Unlock conversational intelligence to find out what customers are saying about your business and identify new opportunities.
Manage Organisational Risk	Address customer dissatisfaction, resolve disputes and manage compliance concerns before reputation is impacted.
Uncover Deeper Conversational Insight	Ask questions in natural language to get a deeper understanding of conversations.

Easy to deploy

- Cloud recording, AI Conversation Analytics or both.
- Integrate with communication platforms or analyse communications data from other sources.

Recording with Conversation Analytics

Clearspan®

Advanced capabilities

- Record and securely store interaction to meet compliance needs.
- Transcription eliminates the need to take notes during a meeting.
- View a visual timeline by participant, sentiment, and topic to find critical parts of a conversation.
- Create rules to drive real time notifications for topic matches and sentiment ratings.
- Use AI to evaluate every conversation for a more complete view of customer experience.
- Automatically redact sensitive card payment data using AI.
- Uncover deeper insight by asking questions in plain language and get evidence based answers (CIQpilot).
- Send recording URL's, transcription summaries, sentiment ratings and topic matches to Red Cactus Bubble and 200 + CRM systems

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?

Recording with Conversation Analytics

Recorded User License Overview

User License	Record calls, meetings & phone calls	Tamperproof storage	Storage period	Scorecard evaluation	Transcripts	Sentiment	Topics	AI notification	CRM Connect	Bubble CRM integration
ESSENTIALS	✓	✓	1-7 years		On demand					✓
ADVANCED	✓	✓	1-7 years	✓	500 mins per month	✓	✓	✓	✓	✓
ULTIMATE	✓	✓	1-7 years	✓	✓	✓	✓		✓	✓

** Auto QA is a preview feature. Early adopters will be able to continue using Auto QA as an Ultimate / Ultimate IQ license feature when the time limited preview period ends'*

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