



Analytics 365

AI-Powered Recording For Microsoft Teams

Highlight the Conversations that Matter

What is Analytics 365 AI-Powered Recording?

Record, listen and share to understand who said what, minimize errors, resolve disputes, monitor performance, and manage compliance. Leverage AI-Powered Recording 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 AI to review the value of collaboration sessions and improve the quality of interaction.





Why Analytics 365 AI-Powered Recording?

Easy to deploy

- Cloud AI-Powered Recording for Microsoft Teams
- Synchronizes with Microsoft 365 to simplify deployment and administration

Flexible pricing

- Choose your plan to fit your business needs

Advanced capabilities

- Record and securely store interaction to meet compliance needs
- Highlight the conversations that matter using evaluation and artificial intelligence
- 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?
- Do your staff need to check on the detail of conversations to avoid costly mistakes?

Recorded User License Overview

User License	Record calls, meetings & phone calls	Tamperproof storage	Storage period	Scorecard evaluation	Transcription	Sentiment	Topics	CRM integration
ESSENTIALS	✓	✓	90 days - 7 years					
ADVANCED	✓	✓	1 year	✓	500 mins	✓	Predefined	✓
ULTIMATE	✓	✓	7 years	✓	✓	✓	✓	✓

