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, minimise errors, resolve disputes, monitor performance, and manage compliance. Utilise AI-powered recording to unlock conversational intelligence, boost productivity, minimise risk, and make better business decisions.

Key Business Challenges

Elevate Customer Engagement	Deliver a consistently high level of customer experience by evaluating interaction and sharing best practice.
Boost Sales Performance	Enhance engagement from first contact to deal closure. Review interactions, monitor performance, & share tactics.
Get Ahead of the Competition	Unlock conversational intelligence to find out what customers are saying about you & identify new opportunities.
Manage Organisational Risk	Address dissatisfaction, resolve disputes, and manage compliance to protect your reputation.
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
- Synchronises 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	Tamper proof Storage	Storage Period	Scorecard Evaluation	Transcription	Sentiment	Topics	CRM Integration
ESSENTIALS	✔	✔	90 days - 7 years					
ADVANCED	✔	✔	1 year	✔	500 minutes	✔	Predefined	✔
ULTIMATE	✔	✔	7 years	✔	✔	✔	✔	✔