



Analytics 365

AI Powered Recording

Prioritise the calls that count to refine customer interactions & preserve your reputation with AI-powered recording.

FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Easy Deployment and administration			
Mobile-responsive application accessible via web browser across mobile devices	✓	✓	✓
Multi language support (UK, US, French, Dutch)	✓	✓	✓
Synchronises with the voice system to automatically add and delete users	✓	✓	✓
Recording storage included	30 days/90 days /1 year/7years	1 year	7 years
Define recording retention policy			✓
Multiple devices per recorded user		✓	✓
Administrators can view and assign user licenses and permissions	✓	✓	✓
Online help and video tutorials (UK English)	✓	✓	✓
Find, Play & 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	✓	✓	✓
Review associated recordings (Participant history)	✓	✓	✓
Evaluate Calls & Understand Performance			
Add private and shared comments	1 shared comment	✓	✓
Rate calls using a single score	✓	✓	✓
Create and use scorecards to evaluate calls		✓	✓
Add call outcomes, reason codes and notes	✓	✓	✓

FEATURES	ESSENTIALS RECORDED USER	ADVANCED RECORDED USER	ULTIMATE RECORDED USER
Call transcription with participant indication		500 minutes included	Unlimited
Exact match and extended search topic analysis		Predefined topics*	✓
View audio participation, sentiment rating & exact topic matches alongside audio		✓	✓
Manage security, privacy, and compliance			
Select call recording storage location	✓	✓	✓
Tamperproof recordings using AES 128 bit encryption	✓	✓	✓
Selective call recording	✓	✓	✓
Exclude specified calls on Caller ID	✓	✓	✓
Mask Caller ID to protect caller privacy	✓	✓	✓
Audit trail of administration and user activity	✓	✓	✓
Manual deletion of individual recordings	✓	✓	✓
Retain recordings using legal hold and retrieve	✓	✓	✓
Manual pause, resume and discard	✓	✓	✓
Support PCI DSS compliance by automatically redacting sensitive card data		✓	✓
Protect sensitive information with playback lock		✓	✓
Integration with other applications			
Synchronize account and contact names by integrating with selected CRM systems	1 shared comment	✓	✓
Select and play recordings from Analytics 365 Call Analytics	✓	✓	✓
Developer API access	\$	\$	\$

*Escalation and complaints, complementary language, abusive language