



Analytics 365

# AI Powered Recording for Microsoft Teams

## Highlight the conversations that matter to optimise customer interaction and protect your reputation with AI-powered recording.

Record, listen, and share to understand who said what, minimise errors, resolve disputes, monitor performance, and manage compliance. Leverage the power of AI to be more productive, minimise risk, and make better decisions.

### Elevate Customer Engagement:

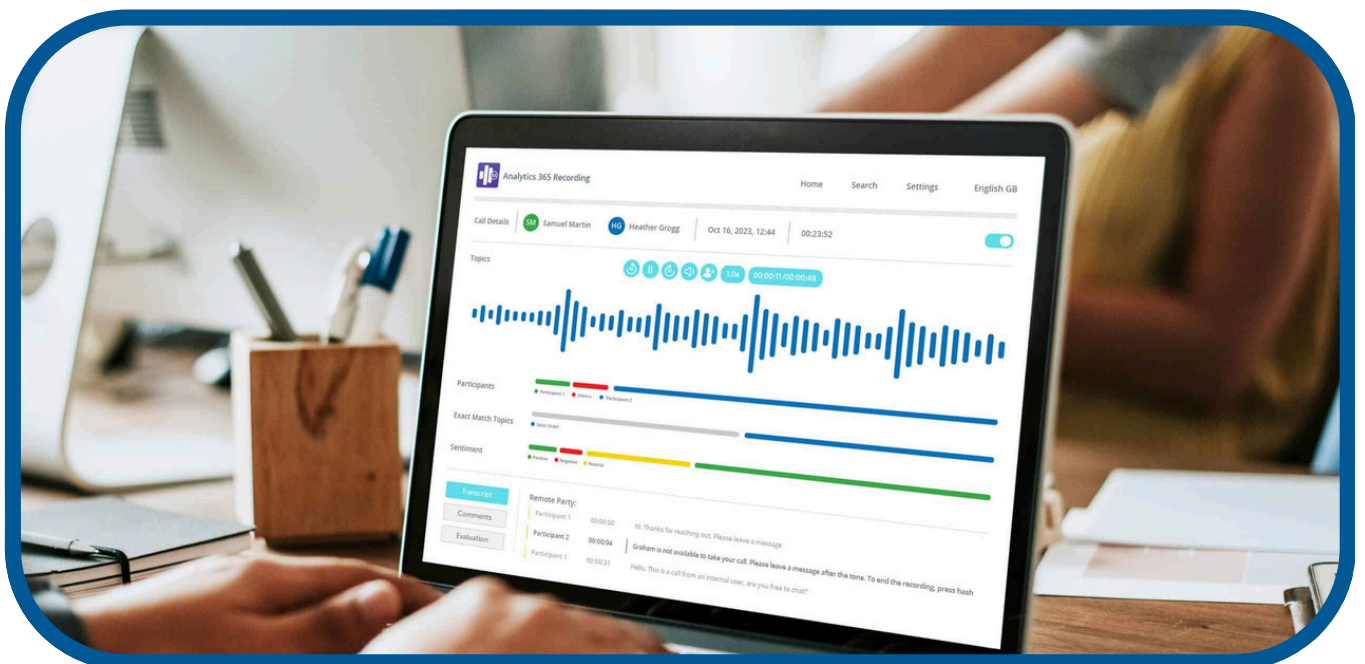
Deliver consistently high customer experience by evaluating interactions and sharing best practice.

### Get Ahead of the Competition:

Unlock conversational intelligence to find out what customers are saying and identify new business opportunities.

**Boost Sales:** Improve engagement from first touch through to closing a deal. Review interaction, monitor performance and share tactics.

**Manage Risk:** Address customer dissatisfaction, resolve disputes and manage compliance concerns before your reputation is impacted.



**Easy To Use:** Filter recordings to find the conversations that matter. View performance by choosing dashboard perspectives and trend periods.

**Listen and Share:** Select and playback recordings to understand who said what. Securely share recordings via a time limited link or download audio files to include in training programs.

**Evaluate Interaction:** Add comments and tag users to collaborate with others. Rate quality of interaction, add call outcomes, notes and flags. Share best practice to get new starters up to speed and deliver a consistently high level of service.

**Support Compliance:** Every recording is encrypted at source to keep customer data safe and support compliance needs. Exclude caller ID's from recording and mask phone numbers to protect caller identity. Pause and resume recording to support card payment compliance.

**Manage Administration:** Allocate licenses and set recording policy for recorded users. Manage playback networks and administration permissions by individual user or user group. See who did what and when within audit logs of admin and playback activity.

## Leverage the power of AI

### Highlight the conversations that matter:

Automatically identify calls containing selected keywords and phrases, then home in on the critical parts of a conversation using a visual timeline of topic matches.

**Score sentiment** for every interaction, then view the progression of interaction using a visual timeline of who is talking and their sentiment.

**Transcribe conversations:** No need to make notes when on a call or in meetings. Every conversation is transcribed, enabling users to check on the detail and avoid costly mistakes.

**Take compliance to the next level** by highlighting high risk conversations for further analysis. Support card payment compliance by using AI to redact sensitive card data.

