

ANALYTICS

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Features

DESCRIPTION	Clever ANALYTICS
Evaluation Features	
Playback conversations	Yes
Custom QA Scorecards	Yes
Identify repeat customer conversations	Yes
"Custom Tag" conversations	Yes
Basic filtering (across 8 parameters)	Yes
Advanced filtering (across 15 parameters)	Yes
Auto Script score	Yes
Email notifications basis moment missed/achieved	Yes
Adhoc searches across all transcripts	Yes
Coaching Features	
Add coaching comments against transcript dialogues	Yes
Share Scorecards with Agents	Yes
Contest QA feedback	Yes
Create a coaching session	Yes
Tag agent calls to coaching session	Yes
Share coaching session notes with teammates	Yes
Add calls to playlists	Yes
Share playlists with teams	Yes
AI Features	
Call transcripts	Yes
Speaker separation	Yes
Call summarization	Yes
Call chapters	Yes
Auto language detection	Yes

Sentiment analysis	Yes
Moment achieved analysis	Yes
Download transcripts (in docx)	Yes
Search transcript(s)	Yes
Reporting	
Agent level performance metrics	Yes
Team level performance metrics	Yes
Download reports as CSV	Yes
Account Configurations	
Create teams	Yes
Add/manage agents	Yes
QA login	Yes
Client login	Yes
Create multiple moments (keywords/phrases)	Yes
Add rules while creating moments	Yes
Reject calls below X secs	Yes
Security features	
Redact 16+ PII parameters from audio	Yes
Redact 16+ PII parameters from transcripts	Yes
Auto delete calls after X days	Yes
Disable call downloads for specific roles	Yes
Security best practices	
SOC 2 Type 2 compliant	Yes
Data encrypted at rest and in transit	Yes
AWS backed enterprise security	Yes
Separation of test and prod environments	Yes

SOC 2 Compliance

Service Organization Control (SOC) is a set of standards to create, maintain, prove, and even enhance the way a vendor manages data – both on-premises and in cloud environments.

Originally established by the American Institute of Certified Public Accountants (AICPA), SOC 2 defines how organizations handle sensitive data, such as financial information and medical records. The SOC 2 Type II certification requires to undergo an independent audit by a qualified third-party auditor. The auditor then certifies that the vendor meets all applicable requirements in one or more of the following trust principles:

- Security
- Availability
- Processing Integrity
- Confidentiality
- Privacy

What it Takes to Become SOC 2 Compliant

Our Speech Analytics Solution is SOC 2 Type II compliant, it takes more than just having the right technology in place it needs to have strict processes as well. It's an assurance that a vendor has implemented the proper controls to protect the confidentiality, availability, and integrity of your data.

The SOC 2 audit evaluates all aspects of service delivery. It also evaluates whether data is collected under consent and whether data is properly secured from unauthorized access and modification. This means that your data is safe and will not be shared with anyone else without your consent first.

Here is a glimpse of what the process looks like:

- First, a team of auditors will thoroughly review the system documentation, including policies and procedures, as well as all aspects of the service delivery model.
- Then they will conduct interviews with key personnel in the organization to verify that the processes and procedures are being followed properly.
- Finally, they will conduct a physical on-site inspection of the facilities, examining hardware and software configuration along with all related network infrastructure.

The end result, it verifies that the service has implemented appropriate security measures in accordance with industry best practices.