

How It Works

1. Recording Integration

Call recordings are uploaded to the platform along with complementary information (metadata), such as:

- Source number
- Destination number
- Agent
- Campaign
- Disposition
- Call quality
- Custom identifiers

2. Automated Transcription

Call recordings are automatically converted from speech to text using speech recognition technology.

3. Conversation Analysis

The platform analyzes call content using configurable rules, keywords, and specific phrases to identify events, behaviors, and improvement opportunities.

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

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