

Q&A

What is Clever Analytics?

Clever Analytics is a conversation analytics solution that converts voice recordings into text to monitor, evaluate, and analyze agent-customer interactions using artificial intelligence and configurable business rules.

Is it necessary to listen to every call to perform audits?

No. The platform automatically transcribes calls and generates analyses, summaries, and metrics that enable conversation evaluation without the need to listen to each recording in its entirety.

What types of calls can be analyzed?

The solution can be used across a wide range of processes, including:

- Customer service.
 - Sales.
 - Collections.
 - Technical support.
 - Telephone surveys.
 - Any operation that generates call recordings.
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How are key events or important moments within a call identified?

The platform uses keywords, configurable phrases, and business rules to automatically detect specific moments within a conversation, such as sales closures, validations, objections, or protocol compliance.

Can specific information be searched within conversations?

Yes. Clever Analytics enables users to search conversations using keywords, tags, agents, campaigns, dates, and other configurable filters.

Does the platform generate automated summaries?

Yes. Using artificial intelligence, Clever Analytics can generate automated conversation summaries to facilitate review and analysis.

Can transcripts be downloaded?

Yes. Transcripts can be downloaded for reference, auditing, training, or process documentation.

What information can be included as call metadata?

Examples include:

- Source number.
 - Destination number.
 - Agent name.
 - Campaign.
 - Contact list.
 - Disposition.
 - Unique call identifier.
 - Outcome.
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Can agent performance be evaluated?

Yes. The platform enables organizations to measure compliance indicators and analyze agent performance using configured rules and evaluation criteria defined by the organization.

Is the stored information secure?

Yes. The solution incorporates security mechanisms such as data encryption, access controls, IP allowlisting, and sensitive information protection.

Can sensitive information be hidden within transcripts?

Yes. Clever Analytics can automatically identify and mask sensitive data to protect the privacy of customers and users.

How long are recordings and transcripts stored?

The retention period can be configured according to the customer's requirements. Automated deletion processes can also be enabled after a defined period.

Can the platform analyze 100% of calls?

Yes. One of Clever Analytics' key advantages is its ability to analyze the entirety of available conversations, providing a more comprehensive view of operational performance.

Is software installation required on users' devices?

Not necessarily. Implementation requirements depend on the architecture and integration approach defined for each customer.

What are the benefits compared to manual call evaluation?

- Greater monitoring coverage.
 - Reduced supervision time.
 - More objective evaluations.
 - Automated pattern detection.
 - Access to real-time metrics and performance indicators.
 - Faster identification of improvement opportunities.
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