RECORDING INSIGHTS

ASC

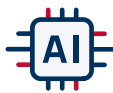# AI Data Analytics with
Recording Insights AI

Truly understand all customer communications with AI

Extend your **Neo Suite** or **third-party recording** with **Recording Insights AI** and elevate data with advanced analytics. Recording Insights AI analyzes your recordings, offering unprecedented clarity and depth into your operations.

Neo Suite or Third-party Recording → **AI Data Analytics** + **Monitoring & Reporting**

Neo Suite or Third-party Recording

Easily integrate your Neo Suite or third-party recordings to leverage sophisticated AI capabilities.

AI Data Analytics

Streamline compliance and risk management by translating, transcribing, and analyzing customer communications.

Monitoring & Reporting

Visualize customer insights into meaningful dashboards and reports to make the right decisions for more business value.

Get a **DEMO** for
Recording Insights AI

BOOK NOW

Learn more about **Recording Insights**

Recording Insights **AI**

Recording Insights AI Turns Communication
into **Business Value**

Meet all **Compliance** Requirements

- Validating that all disclaimers have been said

- Auto-categorizing regulated vs. non-regulated calls

- Identifying calls that contain personal data

- Auto-categorizing calls with PCI-DSS sensitive information (e.g. credit cards)

- Identifying customer complaints

- Unearthing inappropriate consulting

Use AI to Enhance **Customer Experience**

- Measuring the script adherence of your agents

- Identife calls with negative customer sentiment

- Identifying customers at risk of churn

- Providing an automatic meeting summary and extract action items

- Auto-categorizing calls

- Unearthing inappropriate language and behavior

About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.