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AI Call Evaluation System

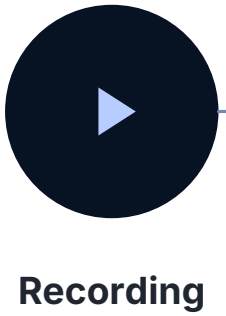
Every recording.
A clearer assessment.



Bring recorded conversations into clearer view through multilingual transcription, translated audio and AI-generated call scores. A considered way to support your team's call review.

Understand the call. Examine the assessment.

AI Call Evaluation System brings three capabilities around the same recorded conversation. Read what was said, review it across languages and examine an AI-generated assessment with the original conversation in view.



Recording

Multilingual transcription

Turn recorded speech into a written record in a supported language, ready for closer reading.

Audio translation

Translate the recorded audio itself so a conversation can be reviewed in another supported language.

AI-generated scoring

Examine scores generated from evaluation of the recording, alongside the transcript and audio.

The recording supplies the context. The transcript, translated audio and scores give your team different ways to review it.

The conversation. In written form.

Multilingual transcription turns recorded speech into readable text. It gives reviewers another way to work through the discussion and revisit the details that matter.



Read at your own pace

Use the transcript to review the questions raised, information shared and responses given. A written record helps your team return to particular parts of the conversation before deciding what needs closer attention.

Keep the audio alongside

The recording remains an important reference for how the conversation unfolded. Read the transcript alongside the source audio when tone, pronunciation or the surrounding discussion needs a closer listen.

Review beyond the original language.

Audio translation works with the recording itself. Your team can review a translated-audio version of the conversation in a supported target language, alongside the other evaluation outputs.



Listen in another language

Translated audio gives reviewers a listening-based route to understanding a recorded call beyond its original language. It complements the written record when a different language is needed for the review.

Agree the languages you need

Share the source languages used in your calls and the languages your reviewers require. Supported combinations are confirmed for your implementation, including the transcription and audio-translation requirements.

A scored view of the recorded call.

AI-generated scoring adds an assessment to the recorded conversation. It gives your team an additional reference to examine as part of its own call-review process.



An assessment to examine

Review the scores generated through AI evaluation of the recording. Use the assessment to guide closer attention to the conversation, then refer to the transcript and audio to understand it in context.

A setup defined with you

The evaluation requirements, scoring approach and way results are presented are agreed for your implementation. We define the service around the review your team needs to carry out.

Read the score.
Return to the conversation.

An assessment is most useful when it stays connected to what was actually said. Review the AI-generated scores with the transcript and audio before forming your own view of the call.



Give the assessment context

Move between the available outputs as you review. The transcript helps with close reading; the recording and translated audio support listening and understanding. Each contributes to a more considered assessment.

Choose the next action

Use the review to inform a follow-up, a coaching conversation or closer examination of the call. Your team decides the appropriate response, with the AI assessment serving as an input to that judgement.

From recorded call to considered action.

Bring the recording, language requirements and evaluation outputs into one clear review process. Keep the source conversation available throughout.

Start with the recording

Identify the recorded call your team wants to review.

Prepare the language outputs

Use the transcript and translated audio required for your reviewers and supported setup.

Examine the evaluation

Review the AI-generated scores alongside the conversation and its language outputs.

Decide the next step

Apply your team's judgement and choose the appropriate follow-up or coaching action.

One evaluation plugin. Two calling environments.

AI Call Evaluation System is available as an optional add-on to CRM Calling System and the standalone Calling Platform. It extends your chosen calling solution with recorded-call review capabilities.



With CRM Calling System

Add evaluation to the calling environment used within your CRM. Review recorded conversations through the agreed setup, with multilingual transcription, audio translation and AI-generated scores supporting your team's assessment.

With Calling Platform

Use the same evaluation service with the standalone Calling Platform. The implementation is shaped around your calling environment, available recordings and the language outputs your reviewers need.

A setup shaped around your review.

Start with the conversations you need to understand and the way your team reviews them. Together, we define the language requirements, evaluation approach and connection to your calling environment.



What your team brings

Share representative recordings, the source and target languages, your calling solution and what you want the review to inform. Recording clarity and specialist terminology are considered when reviewing the requirements.

What we agree together

We confirm supported languages, recording access, the scoring approach, required outputs and integration arrangements. The agreed scope provides a clear basis for configuring the service around your review process.

Bring intelligence to your call review.

Recorded conversations. Multilingual understanding. AI-generated assessments, reviewed with your team's judgement.

Let's shape your evaluation setup

Tell us how your team calls, which languages it works in and what it needs from call review. We will define the right AI Call Evaluation System setup for your calling environment.

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