AI Call Recap

Transcribes, summarizes and surfaces what matters most

AI Call Recap turns every call into a valuable asset, with clear, AI-powered post-call visibility into what was said, how it went, and what matters most.

AI Call Recap includes a full transcription of the recorded call, sentiment analysis, topic detection, and a concise summary. This helps employees stay engaged during calls and spend less time on follow-ups, while ensuring managers have accurate records of call conversations that can be used for dispute resolutions, coaching, and analytics.

Indicates AI Call Recap was used.

Sentiment Analysis – An instant read on the overall tone of the call, helping users quickly gauge how the conversation went.

Summary – A concise recap that highlights follow-ups and takeaways, saving time on note-taking post-call.

Transcription – A complete, searchable record of everything said during the call, so nothing is missed or misconstrued.

Topic Detection – Key subjects are identified and grouped, making it easy to find and review the most important points.

With AI Call Recap, Businesses can:

SAVE TIME
Instead of worrying about post-call notes, employees can move on to the next call or task .

ENSURE ACCURACY
Managers are assured that they'll get an accurate account of call conversations, making disputes and follow-up easier.

IMPROVE FOCUS
Instead of trying to take notes on a call, employees can turn their full attention to the customer.

MITIGATE RISK
Managers and business owners can easily access stored AI Call Recaps for better visibility into call conversations and insights .

Requirements for AI Call Recap:

- Eligible Licenses: Unite Essentials/For Teams Essentials, Unite Pro/For Teams Pro, Unite Enterprise/For Teams Enterprise licenses – included at no additional cost

- Call Recording must be enabled at the account level
  - On-Demand Recording: Users are responsible for recording by pressing the record button in Unite or by dialing #9
  - Automatic Recording: Hunt Group or user level calls are recorded automatically at call initiation

- AI Call Recap must be enabled at the User or Hunt Group level

- Archiving must be enabled – 30-day retention or annual retention options
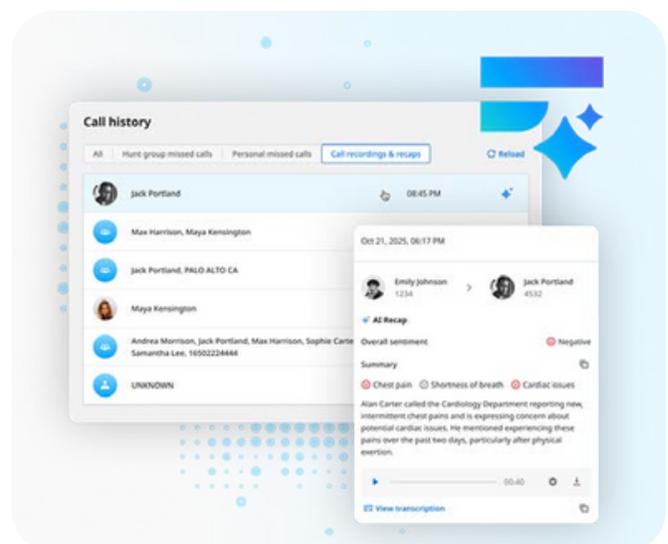
How AI Call Recap Works

After the call ends, the recording is automatically processed and a recap is generated within minutes and made available in both the Unite Apps and the Archiving Portal. With its seamless integration in Unite, AI Call Recap adds immediate value without requiring a new app or workflow change.

AI Call Recap is securely processed in Intermedia's datacenters and is engineered to comply with regional and national call recording standards when used alongside Intermedia's recording options. Call recaps are safely stored in our Archiving platform, which offers comprehensive security features, access controls, encryption, and retention capabilities, ensuring full compliance with legal and regulatory requirements.

Common Use Cases For AI Call Recap:

INBOUND CALLS TO CUSTOMER SUPPORT TEAMS

Support teams can focus on the conversation and not worry about taking notes during the call or after the call. When the call is finished, there is an accurate account of the conversation, and the support personnel can quickly move on to the next call or task. Outcome: Better employee and customer experience.

SALES TEAMS WITH PROSPECTING CALLS

Sales reps can ask detailed questions to prospective customers, focused solely on the conversation. This allows the reps to fully understand the customer needs without questioning their notes later. After reviewing the Recap and instant transcripts, reps can prepare a tailored, accurate quote quickly.
Outcome: More WINS because of the quick turn-around and an accurate quote the first time.

COMPLIANCE AND DISPUTE RESOLUTION

A frustrated customer complains about a refund. The call is escalated to a manager for review. The manager uses Archiving to intelligently search and find the AI Call Recap from the call. Manager is able to address the issue quickly by reviewing the Recap, knowing that the call account is accurate.
Outcome: Through faster dispute handling, the customer is satisfied and will return to shop again.

QUESTIONS? CONTACT US TODAY!

Towner   913.780.3166   info@townerkc.com
                                                                                        townerkc.com