

CyRecord – Voice Recording & AI Insights



Intro Summary

What it does

The CyRecord Voice Recording & AI Insights Platform captures and encrypts all voice interactions across your telephony environment, then enriches them with AI-powered transcription, sentiment analysis, keyword detection and conversational insights. All captured intelligence flows directly into CyReport, where advanced dashboards, deep analytics, trend visualisation and Ask AI provide an intuitive, powerful way to retrieve conversations, analyse themes, apply filters, and surface insights instantly.

With Ask AI, anyone in the business can instantly retrieve conversations, uncover patterns, identify themes, or analyse sentiment simply by asking questions — making deep voice analytics accessible and actionable for every team, not just analysts.

This transforms your voice data into actionable intelligence for compliance, risk management, customer experience improvement, operational insight, and agent performance evaluation.

This is the definitive platform for organisations where **voice matters** — in compliance, customer experience, operational insight, and strategic decision-making.

Why you would want it

Key benefits

- **Enterprise-grade voice capture** with secure, policy-based recording.
- **AI-powered transcription & sentiment analysis** to convert calls into structured, searchable insights.
- **Ask AI conversational retrieval** lets users type natural-language questions (“Show me calls where...”) for instant results, without digging through menus.
- **Integrated dashboards & BI through CyReport** — powerful visualisation, drill-downs, trend discovery and KPI governance.
- **Instant insight into themes, keywords and patterns** emerging across thousands of calls.
- **Efficient and objective QA support** through automated behavioural and script-based scoring.
- **Rapid investigation & compliance readiness** using searchable transcripts, filters, and metadata.
- **Unified reporting and analytics** for all voice interactions.

Feature Highlights

Feature	Description	Benefit
✓ Enterprise Voice Recording	Secure, encrypted recording of all inbound/outbound calls with policy-based retention.	Compliance, audit readiness, dispute resolution, evidence capture.
✓ AI Transcription	Converts every call into accurate, searchable text.	Enables fast retrieval, deep analysis, and automated insight extraction.
✓ Sentiment & Emotion Analysis	Detects tone, emotion, stress signals and positive/negative sentiment.	Reveals customer dissatisfaction early and highlights friction points.
✓ Keyword, Phrase & Event Detection	Identifies important terms, compliance phrases, product mentions or escalation triggers.	Supports risk mitigation, training, process improvement and CX insight.
✓ Automated QA Scorecards	Evaluates conversations for tone, behaviours, compliance language, and structure.	Objective and consistent agent performance measurement.
✓ Conversation Themes & Interaction Insights	Extracts high-level themes, topics and behavioural patterns across all calls.	Helps CX leaders understand what customers are really talking about.
✓ Ask AI Conversational Retrieval	Search for calls using natural language. Example: "Find calls where customers complained about billing delays last month."	Eliminates complex query building — instant, AI-powered access to the right conversations.
✓ Advanced Reporting & Dashboards (via CyReport)	Full BI suite: trends, KPIs, heatmaps, comparisons, queue/agent metrics, sentiment patterns.	Gives leadership real-time visibility across the whole voice ecosystem.
✓ Powerful Filtering & Drill-Down Analysis	Filter calls by sentiment, keyword, agent, duration, outcome, date, theme, and more.	Enables fast investigations, operational insights, and data-driven coaching.
✓ Compliance & Governance Controls	Access control, encryption, audit logging, retention rules and secure storage.	Ensures regulatory and industry compliance across all voice communications.