Transform Conversations into Actionable Insights

Elevate your customer interactions with Sangoma Scribe —an advanced AI-driven solution that transforms call recordings into actionable insights. Whether you need accurate transcriptions, quick summaries, or sentiment analysis, Scribe empowers your team with real-time data to enhance productivity and customer satisfaction.

Key Features

✓ **Automated Speech-to-Text Transcription**
Convert recorded calls and voicemails into searchable, accurate text.

✓ **Call Summaries**
Get concise, easy-to-read call highlights to streamline reviews, eliminating recording playbacks.

✓ **Sentiment Analysis**
Understand customer emotions with AI-driven tone assessment for improved customer experience.

✓ **Boost Compliance & Efficiency**
Save time by quickly reviewing and acting on call data.

Benefits for All

Call Centers & Support Teams
Improve customer satisfaction with better insights.

Sales Teams
Capture key details from conversations to drive follow-ups.

Compliance & Legal Teams
Ensure accuracy in record-keeping and reporting.

Business Leaders
Make data-driven decisions with real-time analysis.

Sentiment		Delete	Actions
Neutral	▶ 0:00 / 0:27 🔊 ⋮	🗑	▶ Open Transcript
Neutral	▶ 0:00 / 0:27 🔊 ⋮	🗑	▶ Open Transcript

Sentiment

Overall Sentiment: Neutral

Summary

The customer Jeff is experiencing issues with his phone service and has been experiencing drops calls in the evening. He provided his address and phone number to the representative, John, who promises to investigate and resolve the issue quickly.

Transcript

John: Positive
Thank you for calling Sangoma Customer Service.

John: Positive
This is John, how can I assist you?

Sangoma Scribe for CommUnity requires Call Center Agent and Call Recording license

Sangoma