CLOUDTALK

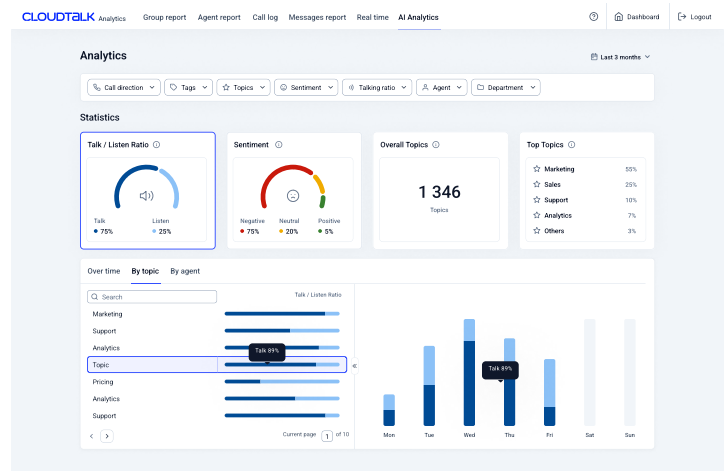# 100% Conversation Insights, Automatically Delivered

✔ Cut call review time by 80%

✔ Identify patterns and objections instantly

✔ Coach with data, not guesswork

Conversation Intelligence for Sales, Support & Ops Teams

CloudTalk AI Conversation Intelligence transforms every call into actionable insight with call summaries, transcripts, topic detection, and smart coaching cues.

Salespeople

Focus less on note-taking and after call admin. Conversation intelligence frees up your time to focus on winning conversations and closing deals.

Support Agents

Understand customers faster. Analyze interactions to improve customer experience and resolve issues.

Revenue Leaders

Coach smarter, not harder.
Use AI to pinpoint your team's strengths & weaknesses, then scale best practices for explosive revenue growth.

IT & Ops

Optimize workflows and equip your team for effective communication, faster sales cycles, and continuous learning from best practices.

What This Replaces

✖ Manual summaries & note-taking

✖ Guesswork in coaching

✖ Spreadsheet analysis

✖ One-language limits

What This Unlocks

✔ Instant call recaps and notes, no more relistening

✔ Sentiment + topic-driven coaching

✔ Auto-tagged trends and themes

✔ Multilingual support with auto-translation

Core Features

AI Call Summary
Get copyable AI-generated summaries for less post-call work.

AI Call Tagging
Automatically tag and categorize calls with AI.

Call Transcription
Automatically transcribe call recordings using advanced speech-to-text technology.

Transcript Search
Search call transcripts for keywords to quickly find important details.

Topic Extraction
Identify key talking points within each call and uncover trends across conversations.

Trending Topics
Identify emerging themes or topics discussed across calls.

Sentiment Analysis
Measure customer sentiment for quality improvement.

Talk/Listen Ratio
Analyze the balance between agent talk time and listening time.

AI Smart Notes
Provide AI-generated notes summarizing key details and follow-up items from calls.

Call Type Analytics Filter (Sales/Support)
Segment call performance metrics by type, such as sales or support.

AI Data Exporting
Export to PDF or CRM/Helpdesk.

AI Language Coverage
tested in the top 5 biggest languages including English, French, German, Portuguese, and Spanish.

AI Conversation Intelligence

€9 /agent/mo

✓ Includes full access to all conversation intelligence features

✓ Add-on to any CloudTalk plan

✓ Cancel anytime

★ ★ ★ ★ ★

CloudTalk's AI conversation intelligence drastically improved our efficiency. We've cut call quality analysis time from 2 hours to 20 minutes a day and reduced wrongly targeted leads by 24%, enabling us to focus on strategic growth while maintaining consistency across markets.

ŠKOLA OBCHODOVÁNÍ

Sara Konickova, Sales Ops Manager at Capitalo

83.3% reduction in call quality analysis time

24% reduction of wrongly targeted leads