



VoiceCrunch Unearthing Business Intelligence & Insights



VOICECRUNCH AI

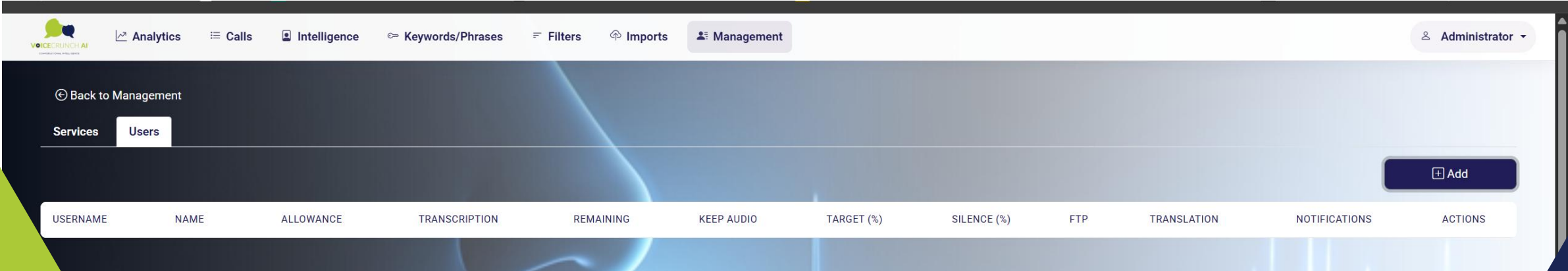
CONVERSATIONAL INTELLIGENCE



Log into VoiceCrunch
with your unique
credentials. MFA
Functionality available in
July 2026.



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Search for calls by
Customer Satisfaction
Scores, spoken word,
agent names, key words
etc.

👤 Agents
10

📞 Calls
37

📈 Avg Score
56%

😊 Positive
36%

💖 CSAT
63%

🛡️ Risk
0%

📈 Improving
4 / 10

2026-06-10 00:00

📅

2026-06-11 23:59:59

📅

VUK Internal Use

▼

Name

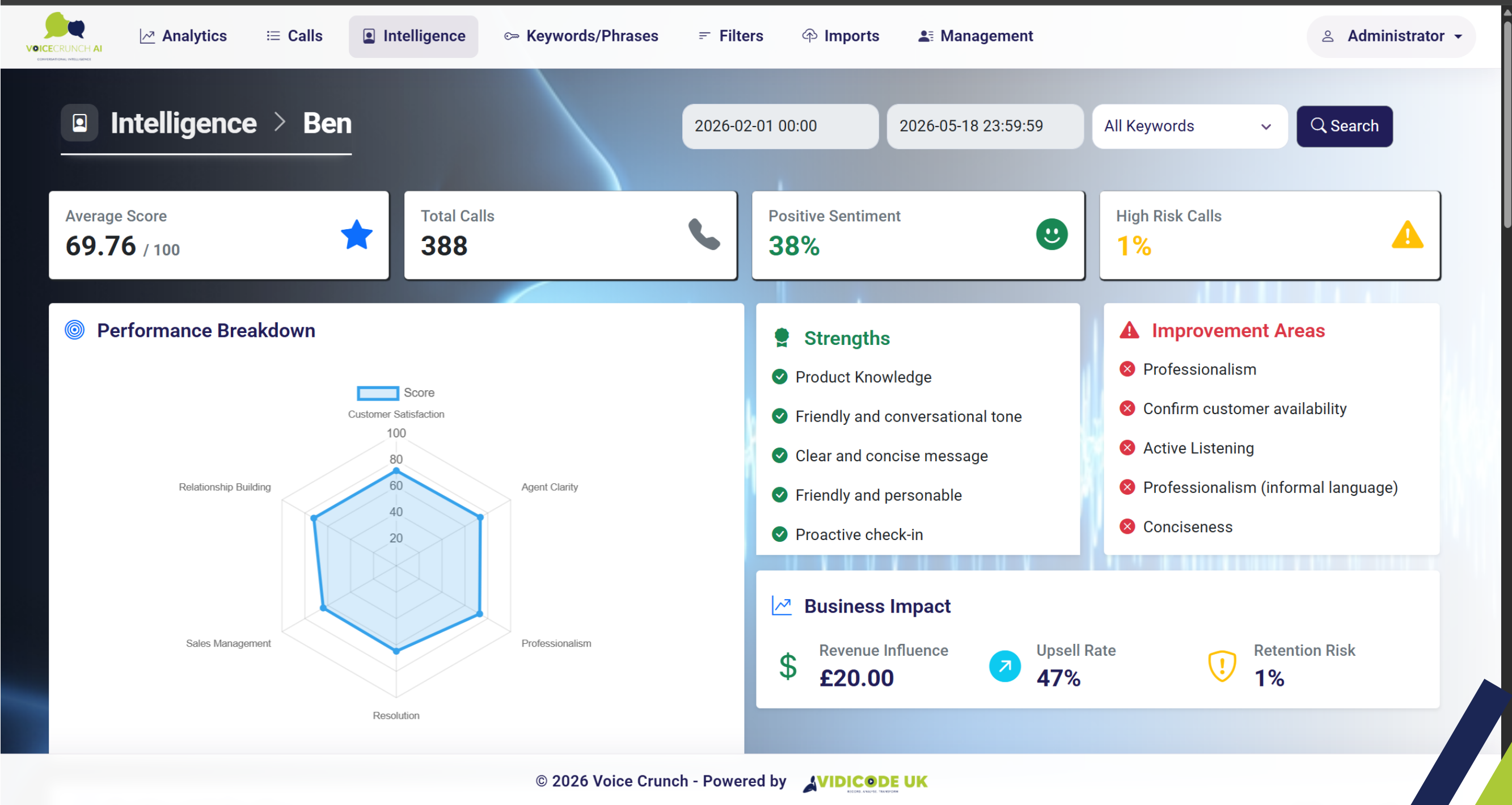
Phone

Username

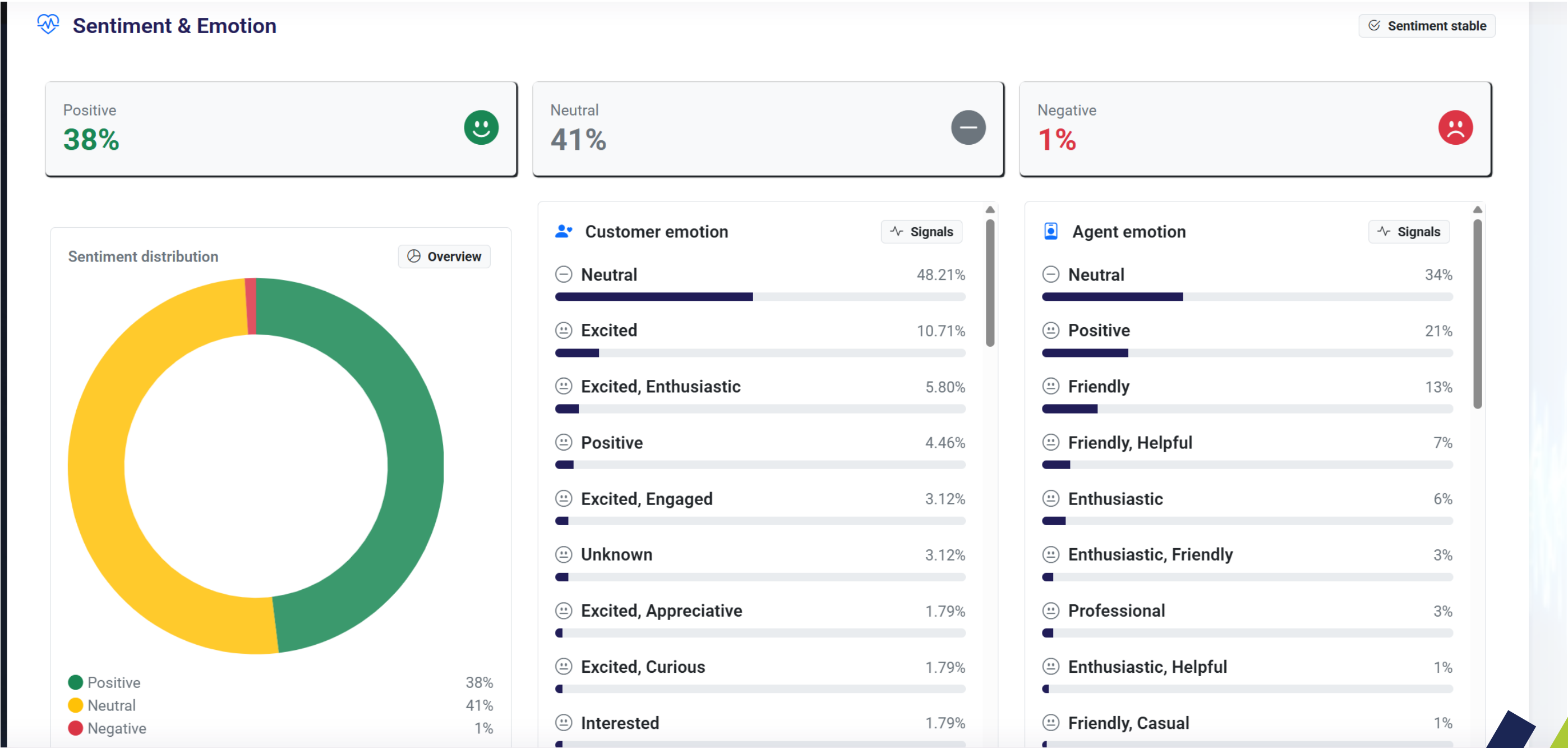
🔍 Search

AGENT INFO	ACCOUNT	AVG SCORE	POSITIVE	RISK	CSAT	TOTAL CALLS	ACTIONS
Gemma 📞 Gemma@vidicodeuk.com	VUK Internal Use	58%	😊 45%	🛡️ 0%	💖 62%	11 ▲	👁️ ✎ 🗑️
Everton Stuart 📞 Evertons@vidicodeuk.com	VUK Internal Use	59%	😊 38%	🛡️ 0%	💖 65%	8 ▲	👁️ ✎ 🗑️
VUK General # 📞 02034881498	VUK Internal Use	43%	😊 0%	🛡️ 0%	💖 56%	6 ▲	👁️ ✎ 🗑️
Derek 📞 Derek@vidicodeuk.com	VUK Internal Use	65%	😊 75%	🛡️ 0%	💖 70%	4	👁️ ✎ 🗑️
Unassigned Agent 📞 127.0.0.1:5060	VUK Internal Use	10%	😊 0%	🛡️ 0%	💖 20%	2	👁️ ✎ 🗑️
Gemma 📞 894	VUK Internal Use	40%	😊 0%	🛡️ 0%	💖 40%	2 ▲	👁️ ✎ 🗑️
Unassigned Agent 📞 01932730890	VUK Internal Use	80%	😊 100%	🛡️ 0%	💖 100%	1	👁️ ✎ 🗑️
Unassigned Agent 📞 01932730894	VUK Internal Use	80%	😊 100%	🛡️ 0%	💖 80%	1	👁️ ✎ 🗑️
Unassigned Agent 📞 01932730894	VUK Internal Use	80%	😊 0%	🛡️ 0%	💖 80%	1	👁️ ✎ 🗑️

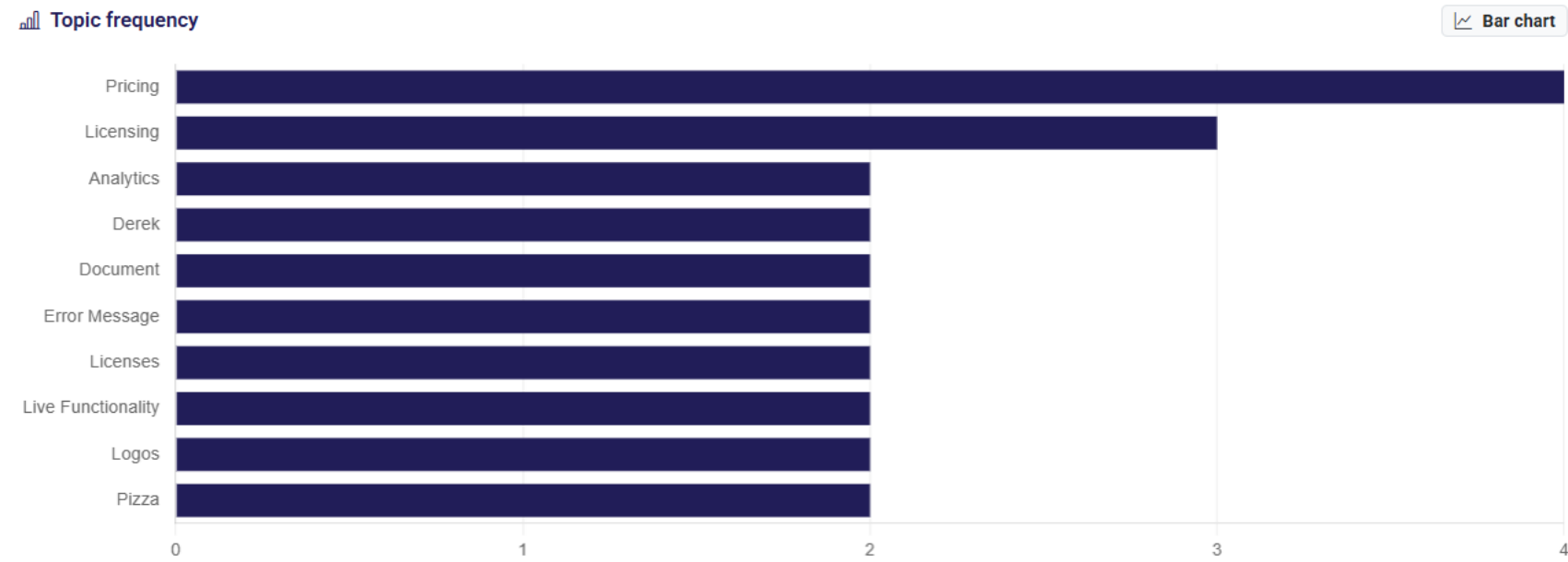
Review your Business :
call content, call quality,
performance & business
impact.



Business sentiment: call customer and agent emotions



Most discussed: Pricing (4 mentions)



Exact counts

Topic	Mentions
Pricing	4
Licensing	3
Analytics	2
Derek	2
Document	2
Error Message	2
Licenses	2
Live Functionality	2
Logos	2
Pizza	2

Content overview: Topics, key words, frequent words, phrases and sentiment analysis.

MUSIC
Call

NOISE
Call

LAUGHTER
Call

EXTERNAL ID
Reference
VOIPA3291816E68E4C3A8F3DB
6B05435B499

Efficiency
Processing speed and transcription pipeline mode.

Transcription and Scoring
Scope, answer status, score, type, and termination checks.

Keywords & Tags
Matched entities connected to this call.

Frequent Words
Top recurring words extracted from the transcript.

Life Cycle
Processing milestones recorded for this call.

Conversation Overview

Quick Insight Summary

Derek had a friendly and engaging conversation with Adam about Sumo bundles. Nikia will follow up next week to discuss the offering further. While the agent was personable, reducing slang would enhance professionalism.

Main Topics Discussed

- Sumo bundles
- Recruiting
- Escalation
- Fantasy vs. Sci-Fi
- Introductory events

Resolution & Next Steps

Nikia will follow up next week to discuss the Sumo bundles further.

Keywords

Sumo bundles recruiting escalation fantasy sci-fi events Warhammer

Extracted Entities

Name

Adam Derek Nikia

Company

Games Workshop HMR

Product

Sumo bundles

Date

next week

Sentiment & Emotion

Overall Sentiment

Positive

Customer Emotion

Neutral

Agent Emotion

Positive

Sentiment Topics

- Sumo bundles
- Recruiting
- Fantasy
- Sci-Fi
- Events

Customer Signals

Positive Indicators

- Interested in the Sumo bundles
- Agreed to follow-up

Potential Concerns

Buying Intent

Agent Performance

Strengths

- Friendly and personable
- Clearly explained the Sumo bundles
- Managed the conversation flow

Opportunities for Improvement

- Avoid excessive slang ("my man")

4.1 / 5

Positive sentiment

Medium buying intent

Low risk

Sales Opportunity

Potential sale of Sumo bundles

Upsell / Cross-sell

Explore other event packages

Administrator

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Analytics

Calls

Intelligence

Keywords/Phrases

Filters

Imports

Management

Administrator

Imports

Server

Username

Password

22

Update

Sync History

DATE	CALLS SYNCED	DIRECTORY	ERROR
No data available			

Customer Signals

Positive Indicators

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Potential Concerns

Buying Intent
Medium

Agent Performance

Strengths

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Business Insights

Sales Opportunity
Potential sale of Sumo bundles

Upsell / Cross-sell
Explore other event packages

Risk Level
Low

Churn / Objection Signals

Next Steps (Critical)

Scoring Insights



Customer Satisfaction	★ High	Agent Clarity	★ High
Professionalism	★ High	Resolution Effectiveness	★ High
Sales Opportunity Management	★ High	Relationship Building	★ High
Overall Score	★ High		

KPI's, import from other recorders or audio outputs

Evaluate agent performance, business insights & Sentiments.