

No minimum seat requirements

No separate transcription or AI fees

Fast onboarding and time to value

Understand more with Insights360

Insights360 is an AI-powered **conversation intelligence platform** that analyses **all your** phone calls to reveal sentiment, improve quality, and reduce risk, without manual reviews or complexity.

AI transcription with speaker identification

AI-generated call summaries

Sentiment analysis throughout the conversation

Automated QA scoring against your rules



Coaching notes tied to exact moments in calls

Clear trends across agents and teams

Automatic risk and escalation flagging

Talk time, silence, and interaction metrics



SMEs and mid-market teams with customer conversations at scale



Leaders who need visibility into experience, quality, and risk



Lean QA and operations teams without time for manual sampling