

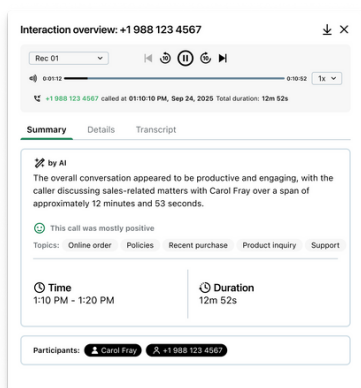
## Data Sheet

# Advanced Reporting & Analytics Add On

AI Insights for Every Conversation



Unlock actionable insights and trends from every customer interaction with powerful, AI-powered reporting—all within a single, unified platform.

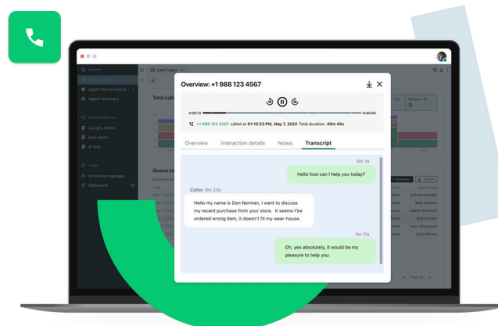


## Transform Data into Actionable Insights

Gain a complete view of your customer journey with customizable reporting tools and AI-powered analytics—like sentiment detection and conversation summaries. Quickly spot trends, guide coaching and compliance, and make faster, data-driven decisions to elevate your customer experience and operational performance.

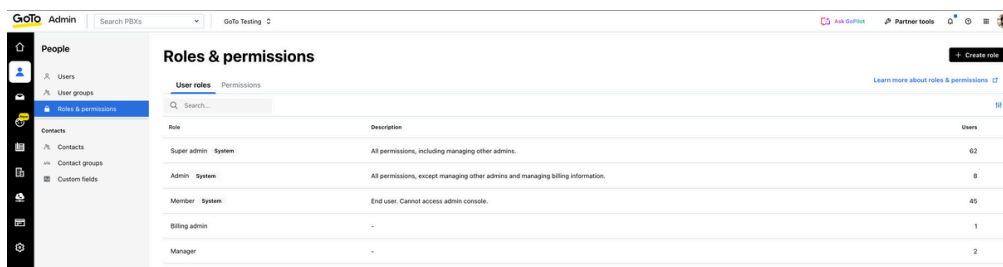
## All Your Customer Data, One Powerful Platform

GoTo Connect brings all your customer interactions together with end-to-end reporting in one easy-to-use platform. Consolidate your technology, cut third-party costs, and reduce IT complexity. Our AI-powered, unified solution gives you the clarity and control to focus on what matters most.



## Security and Flexibility at Your Fingertips

Assign permission levels for every role, tailor reports, and choose how you store call data to match your operational requirements. Whether you're an admin or manager, easily search and access information while protecting your customer records.



## The Advanced Reporting & Analytics Add On consists of:



### AI-Powered Summaries

Automatically generates brief, concise highlights of important information from phone conversations.



### AI-Powered Transcripts

Converts spoken phone conversations into accurate, searchable text records.



### AI-Powered Sentiment Analysis

Detects and evaluates the emotional tone and attitude expressed during calls.



### AI-Powered Topic Detection

Identifies and categorizes the main subjects discussed in phone conversations.

**Contact us today!**

Contact your account representative, visit [GoTo.com](https://GoTo.com) or call us at 1 800 514 1317.

[Learn More](#)