



# IXCLOUD AI ON DEMAND

## Analytics Package: Transcription + AI on Demand

### OVERVIEW

Convert recorded conversations into searchable text and apply built-in AI without additional processing tiers. The Analytics Package combines transcription and AI on demand in a single consumption model.

### CORE FUNCTIONALITY



**Multi-language transcription** across 90+ languages with automatic detection



**Speaker identification** for structured conversation review



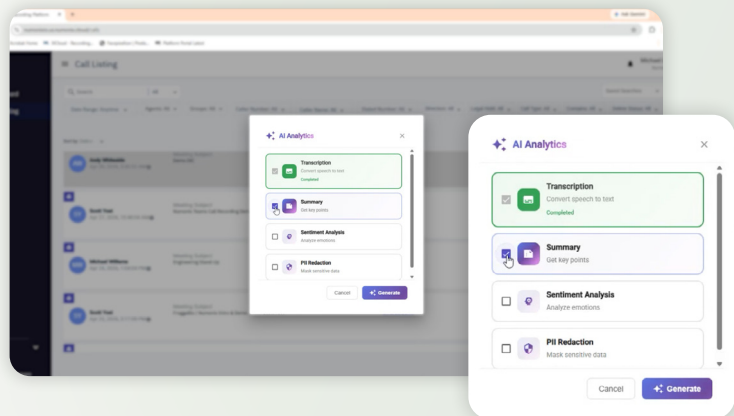
**Flexible transcription engine selection** for accuracy and cost



**Sensitive data masking** for up to 10 data types including PII and ePHI

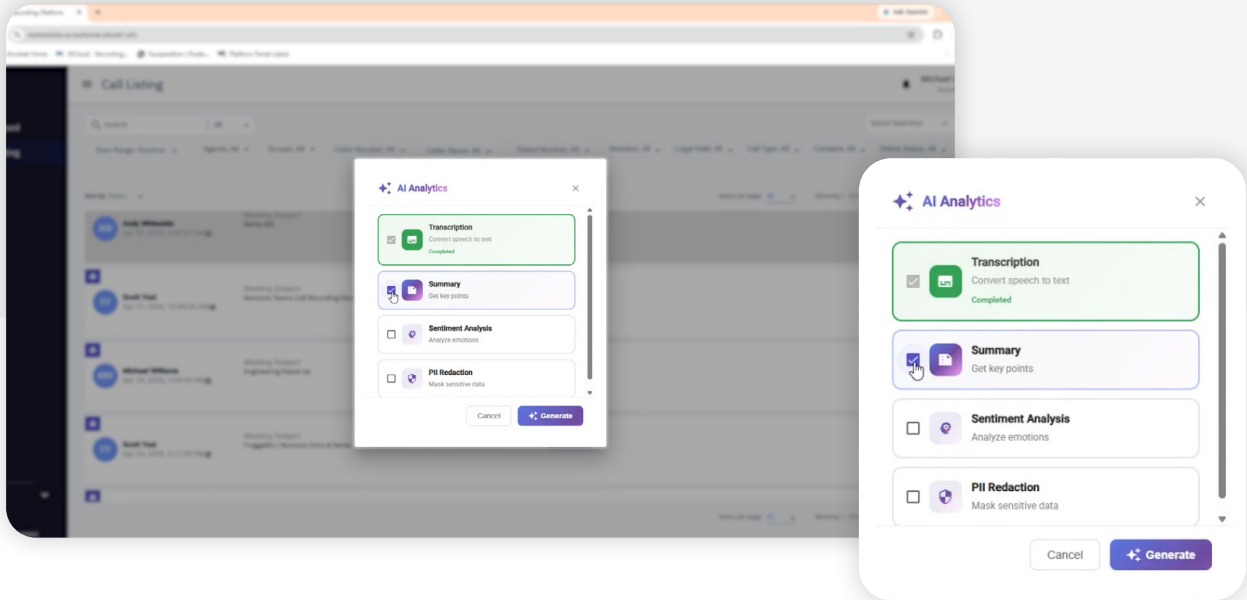
### HOW IT WORKS

Transcription converts audio recordings into text with speaker separation and transcript display alongside recordings.

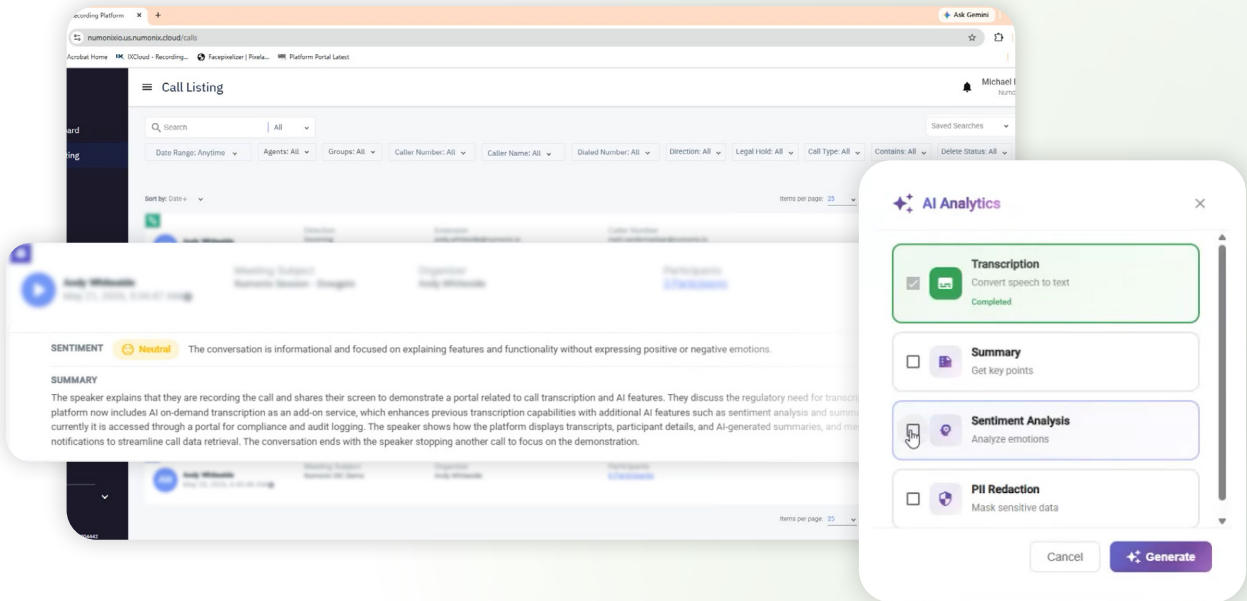


# AI ON DEMAND

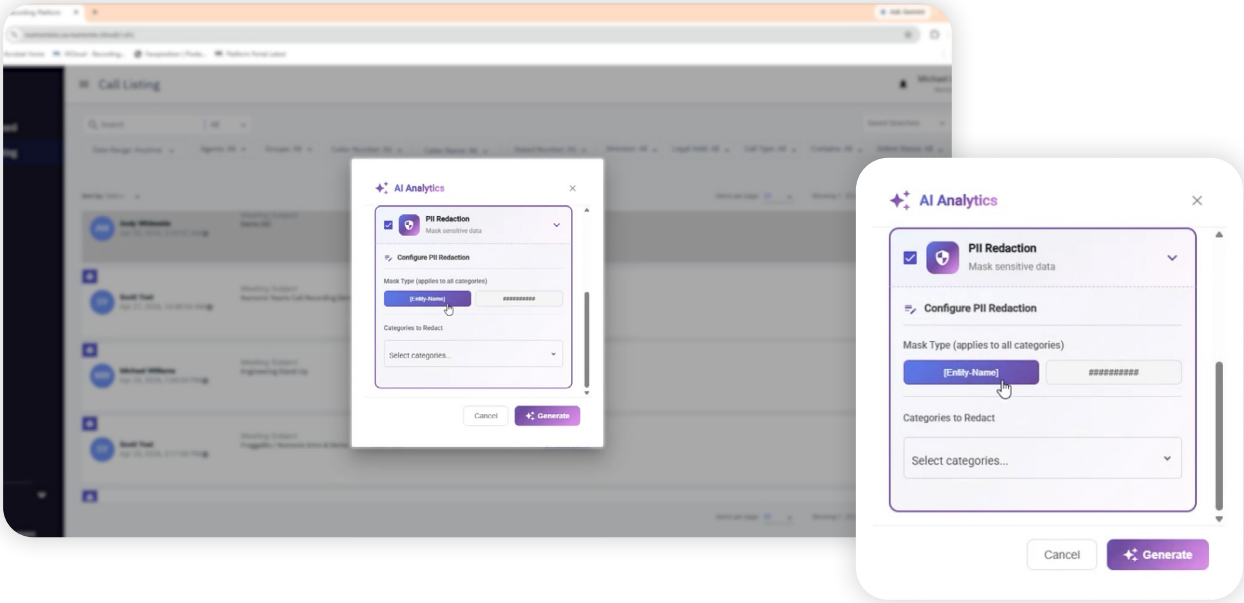
## CALL SUMMARIZATION



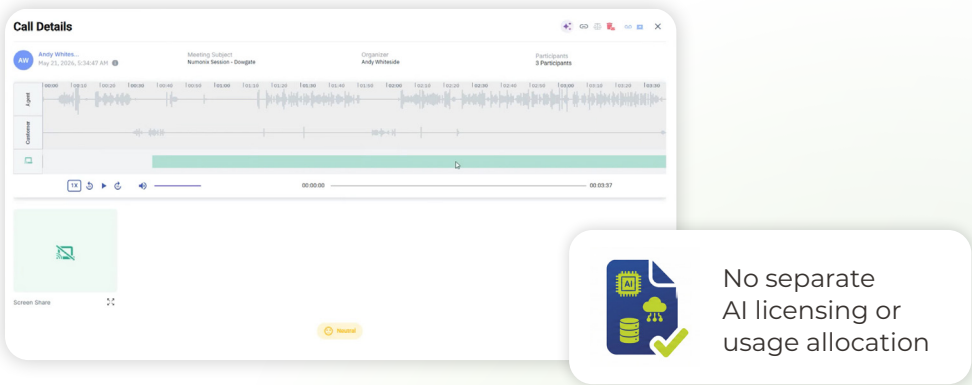
## SENTIMENT ANALYSIS



## PII REDACTION



## LICENSING OR USAGE ALLOCATION



## CONSUMPTION MODEL

- ✔ Purchase transcription capacity in 100-hour increments
- ✔ AI capabilities included within the same allocation
- ✔ No separate AI tracking or metering

## USE CASES

- ✔ **Post-call review without replaying full audio**
- ✔ **AI-driven insight for call outcomes**
- ✔ **Export transcripts for external AI or analytics**
- ✔ **Operational visibility and structured reporting**

## COMPLIANCE SIGNIFICANCE

Supports controlled handling of sensitive information through configurable masking and redaction applied directly within transcript output, reducing exposure while preserving original recordings.

