



TRANSCRIBED · USEFUL ANSWERS AFTER QUALIFYING CALLS

Stop losing sales, promises and customer history inside phone calls.

Know who called, why, what happened, what was promised and whether someone needs to act — with the exact conversation behind it.

The outcome

Faster follow-up. Clearer handovers. Fewer lost details.

For

NumberGroup customers

From

numbergroup.com

THE COSTLY GAP AFTER A CALL

The phone call ends. The work does not.

A customer asks for a quote. A colleague promises a callback. A delivery changes. A complaint is still unresolved. If the important detail stays in somebody's memory, a scrap of paper or a long recording, it is easy for the next person to miss it.

Who called?	The caller, the number they rang and — where matching data is available — links to recent calls.
Why?	A short summary and plain-English reason for the call, without making somebody listen from the beginning.
What happened?	The outcome, whether it was resolved and the useful details captured from that conversation.
What was promised?	Actions and commitments — such as a quotation, callback, visit or delivery confirmation — when they were captured in the call.
What needs attention?	Follow-up signals, unresolved calls and, for applicable profiles, clear escalation cues.
Where is the proof?	The recording and speaker-separated transcript, with quick access to the part that matters.

Useful, not another system to feed.

The answer arrives by email after an enabled call has been processed and passed the service's quality checks. **Your team can understand the call and decide what to do without entering the same information into another dashboard first.**

WHERE IT EARNS ITS KEEP

Six everyday problems, made easier to handle

The value is not the transcript itself. It is what your team can do because the important parts of the conversation are visible.

A quotation was promised

The risk: the request is understood, but the written quote disappears into a handover.

The email helps: it surfaces the captured promise or next action and links back to the exact conversation.

An unhappy customer calls again

The risk: each colleague sees one call, while the customer experiences one long unresolved problem.

The email helps: repeat-call history and applicable unresolved-caller alerts make the wider story visible.

Somebody disputes what was agreed

The risk: memory conflicts with memory, and time is lost reconstructing the conversation.

The email helps: the recording and transcript provide a reviewable record of what was said.

A message crosses teams or locations

The risk: names, dates, requirements or promised actions change as the message is passed on.

The email helps: colleagues can share the same summary, details and original conversation.

A manager needs the truth quickly

The risk: understanding ten calls means listening for an hour or relying on incomplete notes.

The email helps: summary, outcome and action signals show which calls deserve a closer listen.

A team needs practical coaching

The risk: feedback is based on anecdotes or a tiny sample of calls.

The email helps: managers can review real conversations; configured customers can also use a tailored score to prioritise review.

An honest boundary

transcribed can show that a quotation, callback or visit was promised. It cannot know that the work was later completed unless completion data is supplied by the customer's own system. It surfaces the action; it does not pretend the action is done.

See what happened — and what still needs attention

✦ AI CALL SUMMARY

ESCALATION — unhappy repeat caller, unresolved

Caller chased an unresolved delivery from last week and was unhappy nothing had been done. The agent apologised, located the order and raised a priority re-dispatch, promising a callback by end of day.

Category: Support

Outcome: Callback needed

Resolution: Not resolved

Caller: Regular caller (3 prior calls / 90d) [view calls →](#)

Time to answer: 24s

This line's average: 31s (42 calls)

REASON DETAIL

Unresolved delivery from last week

COMMITMENTS

- Agent to re-dispatch the order and call Alex back by end of day

FOLLOW-UP

REQUIRED — action outstanding.

TOPICS

delivery, unresolved issue, callback

CALLER MOOD

🟡 Frustrated

 — ESCALATION: unhappy regular caller, unresolved

▶ CALL RECORDING

▶ Play recording & read along — 4:12

Opens the recording in your browser, with the transcript scrolling in time · link expires in 7 days

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Jump from the answer to the exact conversation

▶ CALL RECORDING

0330 122 4000 · Alex Morgan · Today 14:32 · 4:12

⏮

▶

⏭

⬆

⚠️ **ESCALATION** — unhappy repeat caller, unresolved

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👤 Caller mood: 😞 Frustrated

Return caller — 3 prior / 90d · view calls →

TRANSCRIPT

Read along while it plays — tap any line to jump the audio there.

📄 COPY

Agent

0:03

Good afternoon, you're through to Sam — how can I help?

Caller

0:09

Hi, I called last week about a delivery that never arrived and I've heard nothing back. It's really not good enough.

Agent

0:21

I'm really sorry about that. Let me pull your order up right now and get this sorted for you.

⚠️ check

Caller

0:34

The order the order reference is four four seven two.

RECENT CALLS FROM THIS CALLER

9 Jul 2026, 11:04

Alex Morgan called to report a delivery had not arrived at the Bristol site. The agent logged the issue and said it would be investigated.

Unresolved

View full call history →

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ONE CUSTOMER, NOT ISOLATED CALLS

See when “another call” is really the same unresolved problem

When a caller's number is available, their recent calls can be viewed together. That gives the next colleague context before the customer has to explain everything again.

Catch repeated contact

A caller who has rung several times stands out, rather than looking like a first conversation every time.

Review how the story changed

Dates, outcomes and one-line summaries help show whether the issue moved forward or stayed unresolved.

Reduce “tell me again” handovers

A colleague can open the earlier calls and get the context without asking the customer to start from scratch.

Spot service patterns

Repeated complaints, callbacks or failed handovers become easier to identify and discuss with the team.

A clear limit

Caller history gives context from earlier calls. It does not prove that an earlier problem is still open or that a promised action remains outstanding today.

Alex Morgan
6 calls in the last 90 days · 07700 900123

Sat 09 May 2026, 09:00 · 4:20
Callback needed

Caller asked for an update on an open case and whether the delivery had been re-booked. The agent explained the supplier delay and promised to chase it.

Fri 01 May 2026, 11:36 · 2:58
Booking made

Caller booked a service appointment for the following Tuesday at 10:15. The agent confirmed the time and sent a confirmation.

Thu 30 Apr 2026, 09:09 · 3:11
Callback needed

Caller rang to reschedule an appointment from Friday to the following week. The agent confirmed the change and updated the record.

Tue 28 Apr 2026, 11:27 · 5:02
Enquiry

Caller enquired about booking an appointment two weeks out and asked what documents to bring. The agent talked through the options.

Mon 13 Apr 2026, 15:48 · 1:44
Resolved

Routine sales enquiry — pricing question answered on the call and the caller was happy.

Mon 13 Apr 2026, 10:25 · 3:37
Callback needed

Caller requested that paperwork be re-sent to a third party. The agent confirmed it would be sent over and followed up.

Private link — tap any call to play the recording and read the transcript.

Synthetic caller history view

YOUR CALLS ARE NOT GENERIC

Show the detail that helps somebody act

Where configured, “Call at a glance” changes with the organisation and the kind of call. Empty or unavailable values are left out. Specialist or neutral profiles can intentionally show a simpler status-only view.

SYNTHETIC EXAMPLE · PROPERTY SERVICES

Stop a booking detail being lost

Call: leaking tap in a ground-floor washroom

Status: booking made

Next action: confirm the engineer's arrival window

SYNTHETIC EXAMPLE · EQUIPMENT HIRE

Keep the written quote moving

Call: compact scissor lift for indoor work

Status: quote given

Next action: email the written quotation

SYNTHETIC EXAMPLE · PROJECT SUPPLY

Make a changed delivery visible

Call: replacement display units for a refurbishment

Status: in progress

Next action: confirm the revised delivery window

SYNTHETIC EXAMPLE · SERVICE FAULT

Turn a fault report into a clear handover

Call: intermittent fault on a reception panel

Status: follow up required

Next action: arrange an engineer visit

For the team

Less listening back, clearer handovers and fewer details retyped from memory.

For managers

Faster review of unresolved calls, repeated contact, service issues and coaching opportunities.

For customers

A better chance that the next person understands the conversation and the promised next step.

Examples are illustrative and anonymous. They do not describe a NumberGroup customer or a real call. Fields appear only when supported by the structured information available for that call.

HOW IT FITS INTO THE WORKING DAY

The useful answer comes to the team

- 1 A call happens as normal**
Someone rings an enabled NumberGroup number. There is no extra app or new process for the caller.
- 2 The conversation is processed after it ends**
The recording is transcribed, separated by speaker and analysed for the available summary, outcome, actions and configured fields.
- 3 The email arrives**
After processing completes, qualifying calls are delivered by email. Calls that do not pass the service's quality gates may be withheld rather than sending weak information.
- 4 Your team decides and acts**
Read the summary, open the evidence, share the call or move the action into the system where your business tracks completed work.

Nothing extra to install

The notification arrives by email and the player opens in a browser on phone, tablet or desktop.

Your own systems can stay central

Where set up, call data and summaries can also be delivered to a customer's own system through a secure webhook.

Review, do not blindly rely

Transcripts and generated fields can contain errors. Check the recording before relying on a disputed, sensitive or formal detail.

NumberGroup-operated processing

Transcription and analysis run on infrastructure operated by NumberGroup rather than sending call audio to third-party AI services. Customers remain responsible for lawful call recording and use.

Start with the calls where missed detail costs you most.

Choose the NumberGroup numbers to enable and the people who should receive the emails. We can then shape the useful fields around the calls your organisation actually handles.

numbergroup.com · help@numbergroup.com · 0800 310 1010, Monday to Friday, 9am–5pm