

# Voice Analytics Battle Card

## Microsoft Teams Phone (PBX) vs. CXEX AutoInsights



"Microsoft Teams Phone focuses on technical IT metrics like jitter and packet loss. AutoInsights delivers a GenAI-powered platform with 29 out-of-the-box listeners for deep conversational intelligence, quality assurance, and sales effectiveness."

### Feature Comparison

Capability	Microsoft Teams Phone	CXEX AutoInsights
Sentiment Analysis	✗ Not available	✓ Contextual tone, resolution, intent, and escalation signals
Call Summaries	✗ Not available	✓ GenAI summaries with intent and next steps
Quality Assurance	✗ Not available	✓ Automated QA aligned with COPC standards
Sales Effectiveness	✗ Not available	✓ 6-score model for Rapport, Objections, Closing, etc
STT & Transcription	Requires 3rd-party integrations	Flat rate \$/hr including PII and profanity detection
Use Cases	Technical call quality metrics	29 OotB listeners for QA, CX, Sales, and VoC

### Why AutoInsights Wins

#### Multi-Layered Depth

Goes beyond basic IT troubleshooting to provide contextual sentiment, emotion detection, and detailed call categorization.

#### Comprehensive Automation

Reduces manual effort with automated QA aligned to industry standards, increasing consistency across all interactions.

#### Sales Effectiveness

Includes specialized models to assess and improve sales interactions—a feature completely missing in Microsoft Teams Phone.

#### Transparent Pricing

Flat-rate consumption pricing ensures cost predictability, unlike bundled models where analytics costs are often obscured.

### Deployment & Integration

While Microsoft Teams is native to the M365 ecosystem, **AutoInsights is API-ready**, allowing you to push conversational insights into CRMs, dashboards, and workforce engagement tools. It is AWS-hosted, ISO 27001 certified, and available in regional deployments including the UK, USA, AU, and RSA

