

# Call AI Integration With Cloudtalk

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This article explains how admins can integrate Call AI with the Cloudtalk dialer.

## Benefits of Integration

Call AI's integration with Cloudtalk helps reps and managers to leverage all of Call AI's functionalities, such as:

- Review meetings quickly (skip inactivity, speaker timeline, recording speed, search in the transcript)
- Understand latest market insights and make strategic decisions (voice of the market, refine search by word in the transcript)
- Maintain compliance (recording deletion)
- Learn from winning reps (setup role-based, best practices libraries)
- Collaborate on call recordings (add comments, view action items, share recording)
- Coach on real customer interactions to help the team win more deals (use coaching forms on recordings, manager digest, call scores, CRM filters, automatic theme generation)

- Self-learn and stay up to date on field calls (extensive search, email alerts, open access of all recordings, listen to meetings on the go using the mobile app)

For more information about Call AI functionalities, see [Call AI Overview](#).

## Prerequisites

To perform the Call AI and Cloudtalk integration, you must have:

- Admin role permission in Call AI. For more information, see [Call AI Permissions](#).
- [Administrator](#) role permission in Cloudtalk.

## How the Integration Works?

The integration works as follows:

1. Call AI fetches and processes the Cloudtalk recording and makes it available on your Call AI interface.
2. Call AI generates useful insights, themes, transcripts, and statistics for the call recording. You can perform different actions, such as sending private messages, taking notes, and sharing the recording with peers and customers. For more information, see [Call Recording Details](#).

### Note:

- As a recording name, Call AI displays the name and phone number of the registered Cloudtalk prospect. Call AI only displays the phone number if the prospect is not a registered user on Cloudtalk.
- If you delete a recorded call in Cloudtalk, the recording remains in Call AI. For more information about deleting such a recording from the Call AI interface, see [Delete a Call Recording](#).

## Integrate Call AI with Cloudtalk

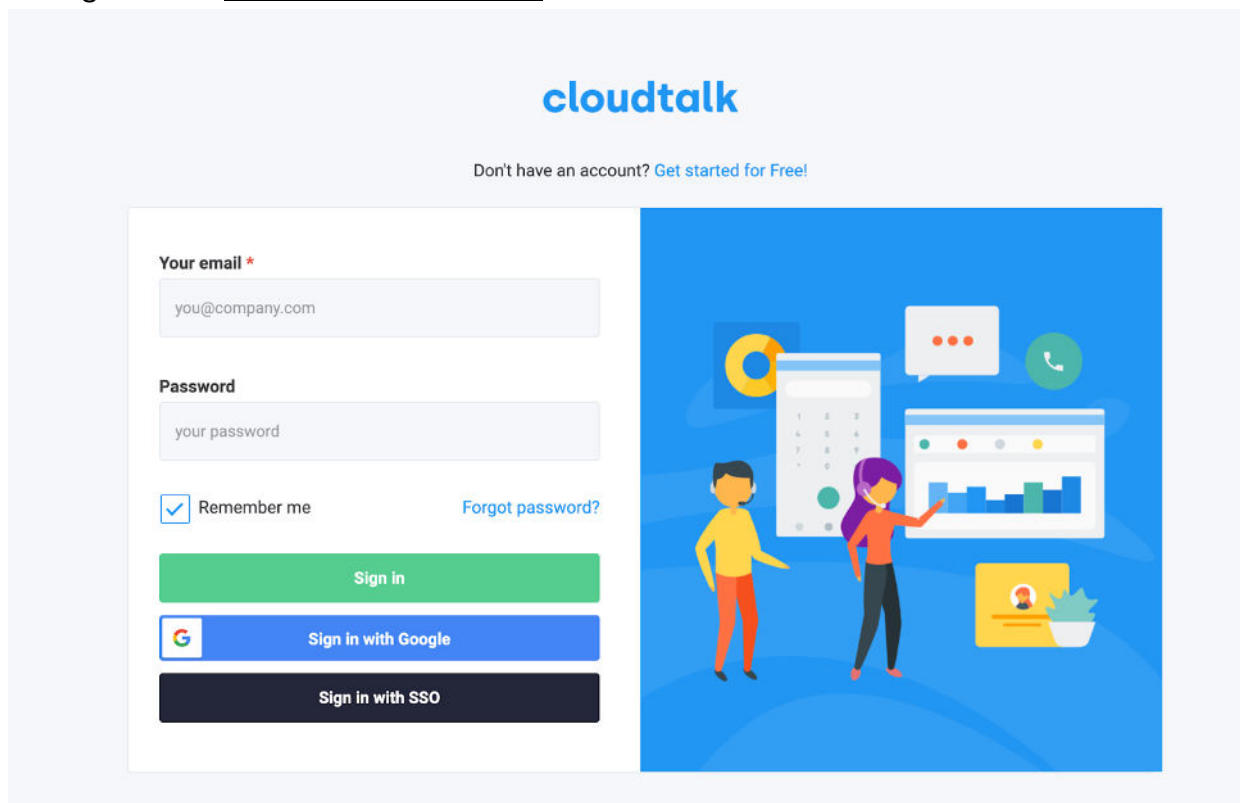
Call AI integrates with Cloudtalk via **API Access Key ID** and **Access Key Secret**. To integrate Call AI with Cloudtalk, you must:

- [Obtain API Access Key ID and Access Key Secret from Cloudtalk](#)

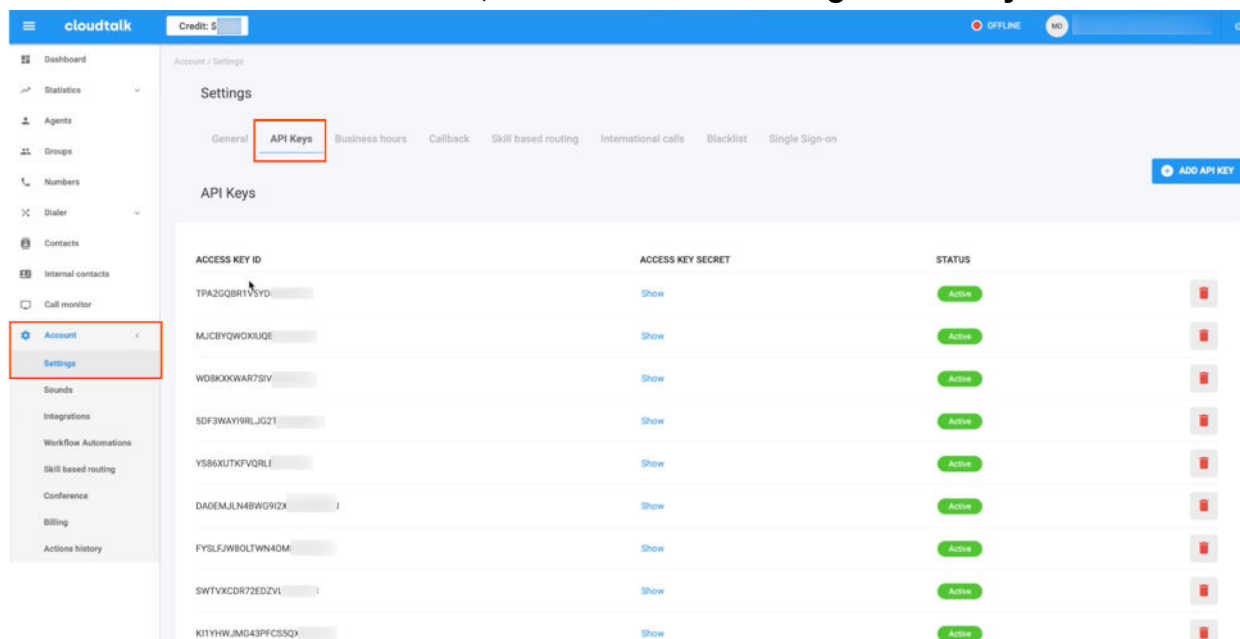
- **Paste the API Access Key ID and Access Key Secret in Call AI**

## Obtain API Access Key ID and Access Key Secret from Cloudtalk

1. Login to the **Cloudtalk dashboard**.

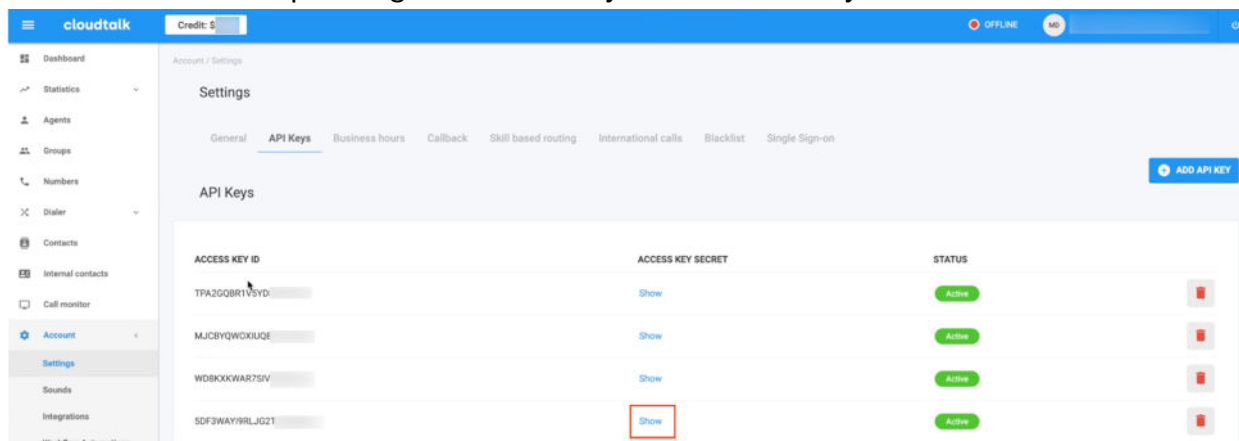


2. From the Cloudtalk dashboard, click **Account > Settings > API Keys**.

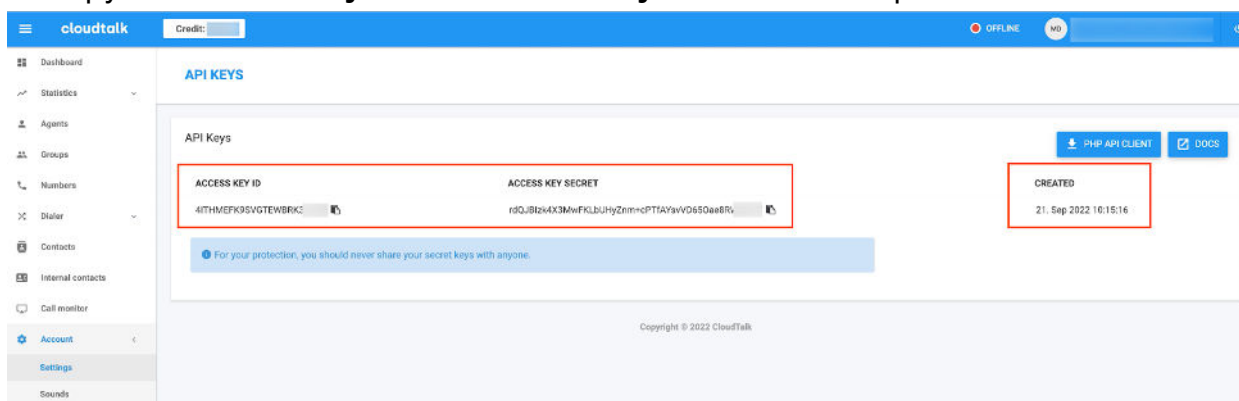


**Note:** We recommend you create a new API key exclusively for Call AI and Cloudtalk integration.

3. Click the **Add API Key** button to generate a new API key. The new **API key** is added to the end of the **API Keys** list.
4. Click the **Show** option against the newly created API Key.

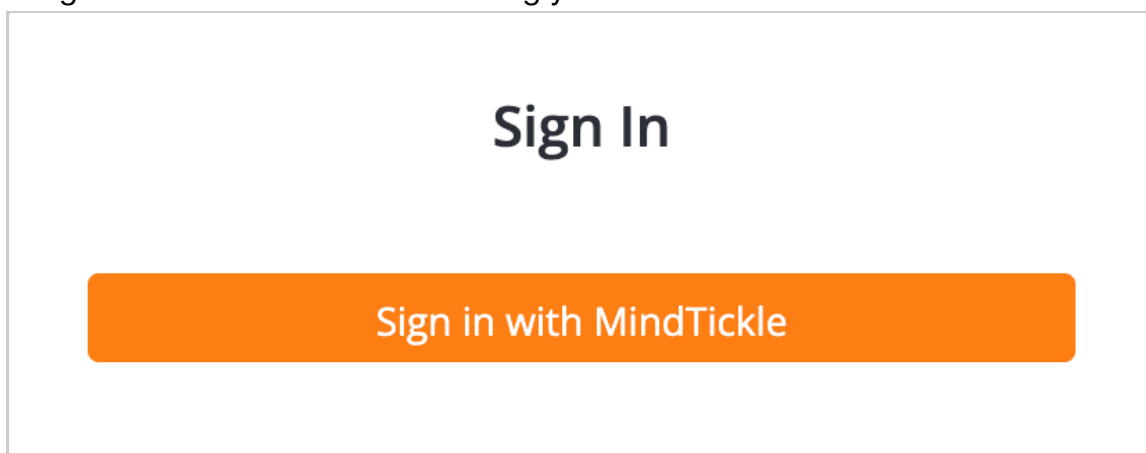


5. Verify the **Created** date and time to ensure it is the latest generated API key.
6. Copy the **Access Key ID** and **Access Key Secret** to the clipboard.

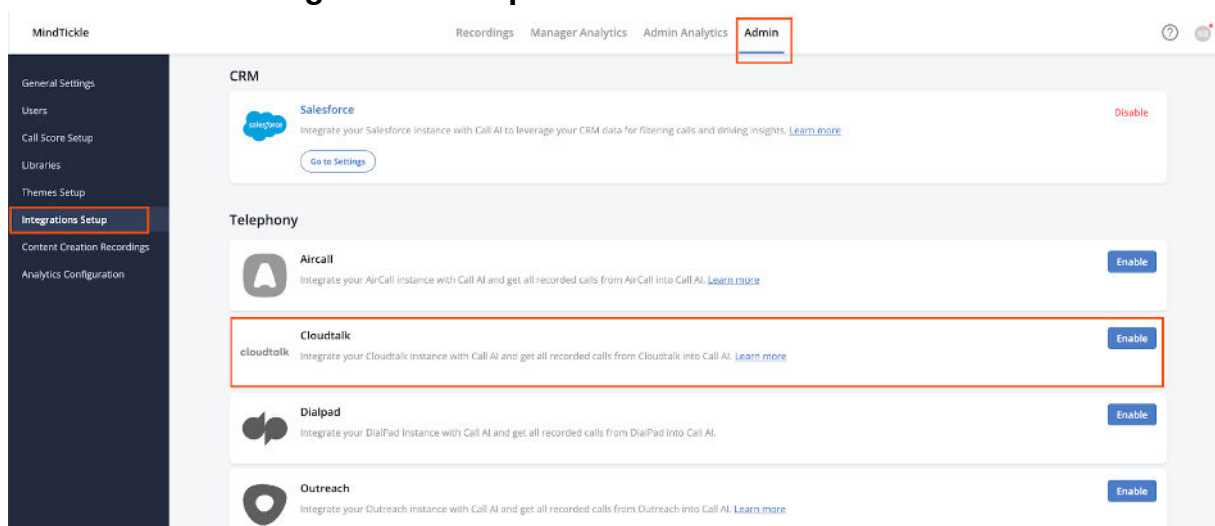


## Paste the API Access Key ID and Access Key Secret in Call AI

1. Sign in to the Call AI interface using your Mindtickle credentials.

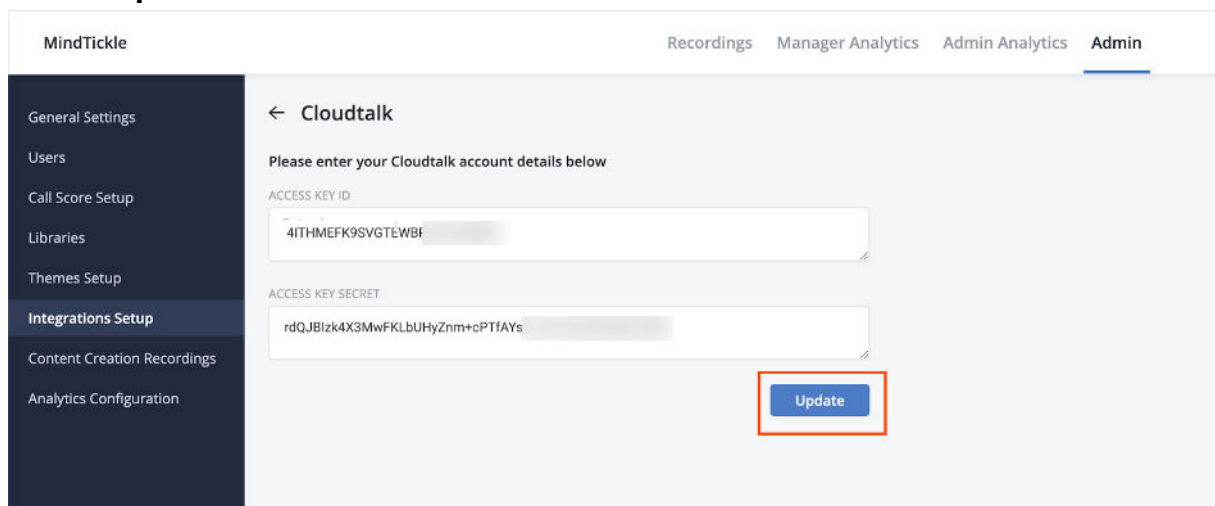


2. Click **Admin > Integrations Setup > Cloudtalk > Enable.**



3. On the **Cloudtalk** page, enter the **Access Key ID** and **Access Key Secret.**

4. Click **Update.**



Call AI is now successfully integrated with CloudTalk. We recommend you wait for 5 minutes before placing the first call.

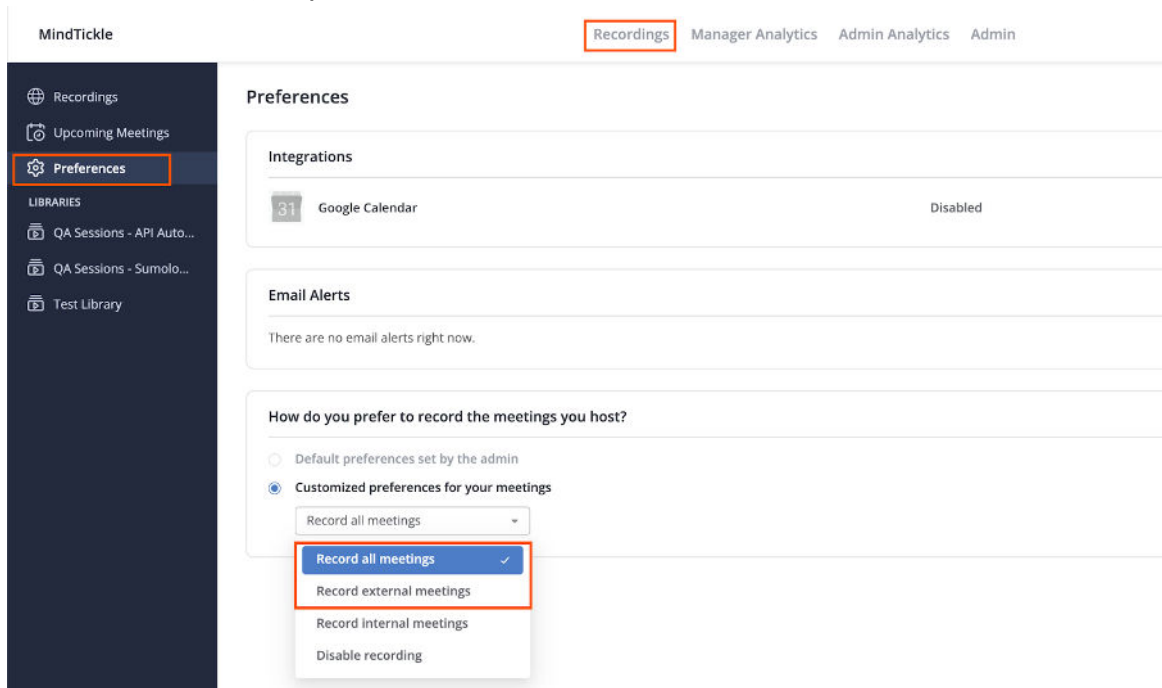
## Recording Permissions

Before placing a call, check the call recording permissions on Call AI and Cloudtalk.

## Call AI Permissions

1. From Call AI, click **Recordings > Preferences.**
2. Select **Customized preferences for your meetings** option.

- From the drop-down list, you can select **Record all meetings** or the **Record external meetings** option.



## Cloudtalk Permissions

- From the Cloudtalk dashboard, click **Account > Settings > General**.
- Scroll down to the **Visibility of calls and Recording** section.
- Call AI only records outbound calls. So, enable the **Outbound calls recording on/off** permissions.

4. Enable/disable the other setting as per your preference and click **Save Settings**. These settings apply to all the reps using this Cloudtalk account.

Visibility of calls and recordings	
Inbound calls recording on/off ?	<input checked="" type="checkbox"/> On
Outbound calls recording on/off ?	<input checked="" type="checkbox"/> On
Internal calls recording on/off ?	<input checked="" type="checkbox"/> On
Agent-Initiated Pause Call Recording on/off ?	<input checked="" type="checkbox"/> On
The visibility of calls by the agent ?	<input type="checkbox"/> Own calls and all missed calls of his groups and numbers <input type="checkbox"/> All calls of his groups <input checked="" type="radio"/> All calls of his groups and numbers <input type="radio"/> All calls
Playing recordings by agent ?	<input checked="" type="radio"/> All available calls <input type="radio"/> Only recordings of his calls <input type="radio"/> Operator can not play recordings
Agent recordings downloading on/off ?	<input checked="" type="checkbox"/> On

**SAVE SETTINGS** CANCEL

## Record a call using Cloudtalk

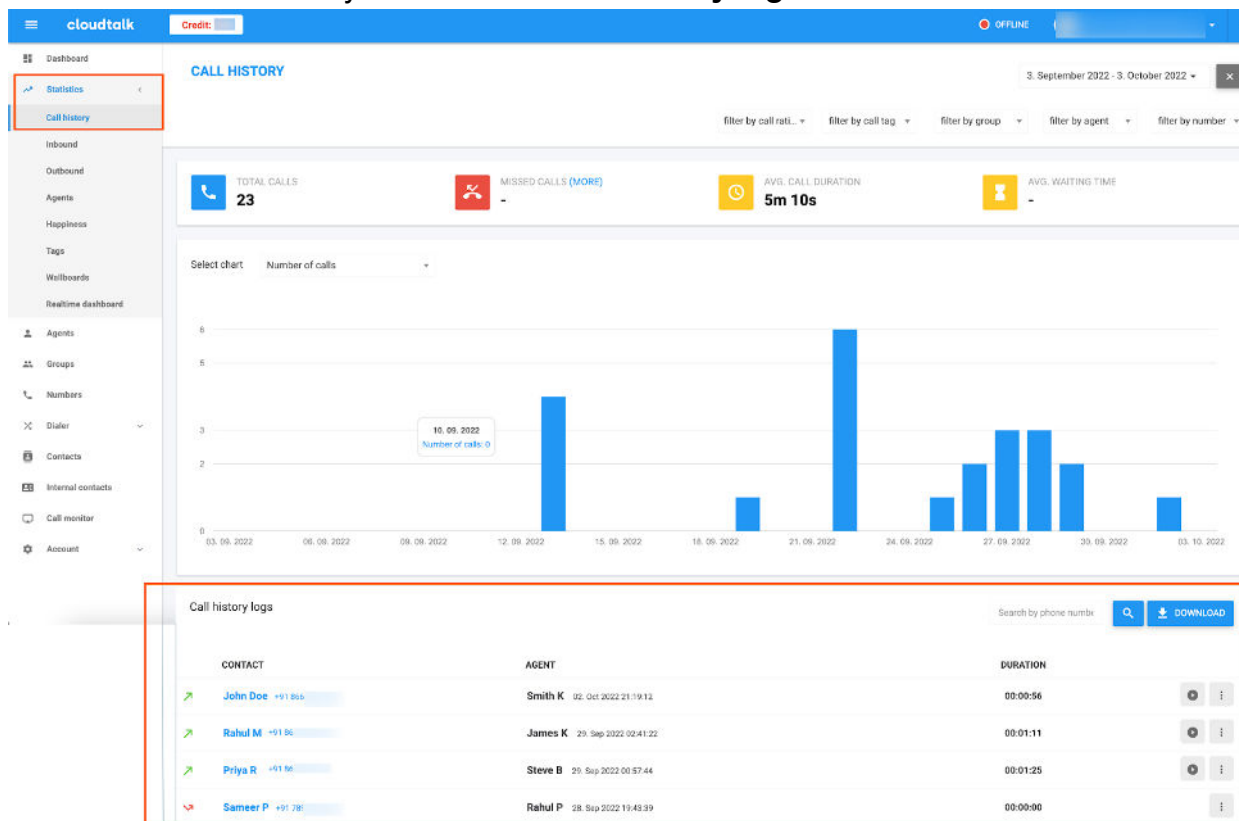
Once you set appropriate permission, the reps can now record a Cloudtalk call:

1. You can place the Cloudtalk call from the **browser link** or a desktop app.

For a detailed step-by-step process to place a Cloudtalk call, see **Using Cloudtalk Phone**.

**Note:** Ensure you have enough credit to place a Cloudtalk call. For more information, see **Using Cloudtalk Account** **Calling Credit**.

2. Once a call is completed, the recording appears under Cloudtalk **Dashboard > Statistics > Call history**. Scroll to the **Call history logs** section.



3. The call recording is added to the **recording list** on the Call AI interface within an hour.

4. You can use Call AI’s powerful and guided **search** to look for a specific recording quickly. For more information about the insights available for a call recording, see **Call Recording Details**.

**Note:**

- Call AI only imports the dialer calls of users with a recorder role. For more information, see **Call AI Permissions**.
- Call AI does not fetch recordings with less than 10 seconds.
- Call AI does not import incoming calls on your Cloudtalk number.
- Call AI does not support Cloudtalk hold, call transfer and conference calls.