

CONVERSATION INTELLIGENCE · 2026

AI Call Transcription, Summaries & CRM Auto-Notes in 2026

Every vendor now sells an "AI notetaker", but most were built for video meetings and quietly fall over on real phone calls. Here's what actually works, and how to stay compliant in Australia.

AI call transcription turns every phone conversation into a searchable transcript, a short summary and a list of action items, then writes it straight into your CRM. The catch in 2026 is architectural: most popular "AI notetakers" are meeting bots designed to join Zoom or Teams video calls, and they can't join an ordinary phone call at all. A phone-native platform transcribes at the network layer, so every inbound and outbound call is captured automatically. Before you switch anything on, get the consent piece right. Australian surveillance laws vary by state, and a clear recorded-line notice is the safe default. Uniden Voice Over Cloud builds AI in as standard and keeps every transcript hosted in Australia.

■ The short version

Call type	Meeting-bot notetaker	Phone-native platform
Scheduled Zoom / Teams video meeting	✓ Captured	✓ Captured
Inbound customer call to your main line	✗ No meeting to join	✓ Captured
Outbound sales or quote follow-up call	✗ Not captured	✓ Captured
Mobile-to-mobile call on the business app	✗ Not captured	✓ Captured
After-hours callback handled by the system	✗ Not captured	✓ Captured

■ Also worth knowing

Question to ask	Why it matters
Does it transcribe ordinary phone calls, or only video meetings?	The meeting-bot gap. If it relies on joining meetings, your customer phone calls won't be captured.
Where is the audio and transcript data stored?	Data sovereignty under the Privacy Act 1988 and APPs, onshore storage keeps it under Australian jurisdiction.
Does it write into <i>your</i> CRM, or just its own app?	Notes trapped in a separate tool create another silo instead of a single source of truth.
Is AI included, or gated behind the top tier?	Per-feature upsells and AI locked to premium plans quietly inflate the real price.
Is there local support if the transcription misbehaves?	Australian, 24-hour support beats a ticket queue in another time zone.
Can you correct names and jargon so accuracy improves?	Australian accents and industry terms need a model that learns your vocabulary.

The quiet failure mode

Teams adopt a popular notetaker, love it for internal video meetings, and assume their customer phone calls are covered too. They aren't. Months later they discover the searchable "call history" only contains scheduled video meetings, every real phone conversation with a customer was never captured. It's not a bug; it's the architecture.

■ Questions the full guide answers

- ☐ What is the difference between an AI notetaker and phone-native transcription?
- ☐ Do I need consent to record or transcribe phone calls in Australia?
- ☐ How does AI turn a phone call into a CRM note?
- ☐ How accurate is AI call transcription for Australian accents?
- ☐ Where is my call data stored and is it kept in Australia?
- ☐ Is AI call transcription included with Uniden Voice Over Cloud or an add-on?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 881 662** or visit **unidenvoice.com/get-started**.