

Generation Digital

Build your knowledge base, one meeting at a time

Capture every conversation and make insights instantly searchable, fueling alignment and enterprise-grade workflows.

One source of truth

Turn your meetings and tools into one glorious searchable source of truth.

Smart imports

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Create a living system of record with data pulled from your favorite connected tools and apps.

Intelligent search

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Find key insights from past calls, documents, and more using natural-language.

Customer conversation channels

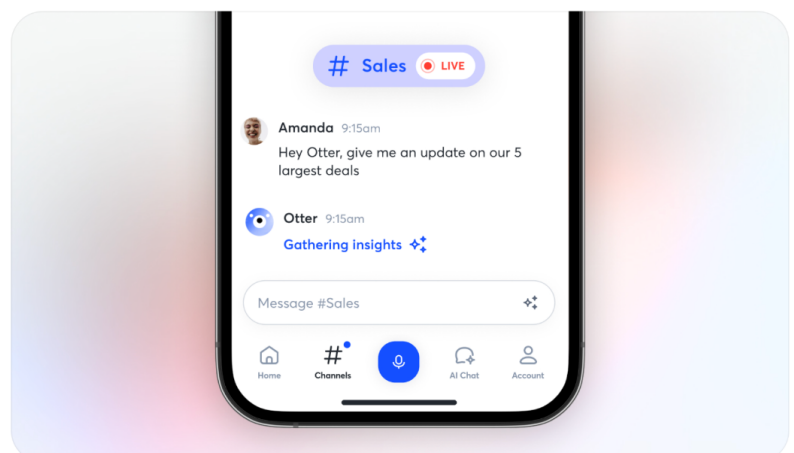
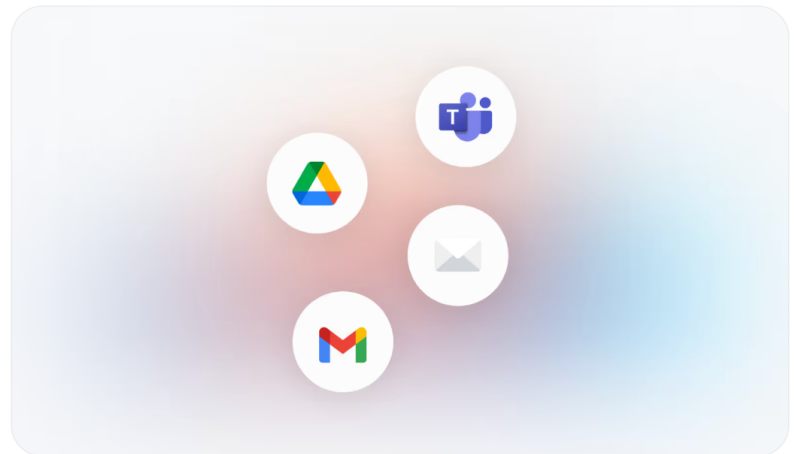
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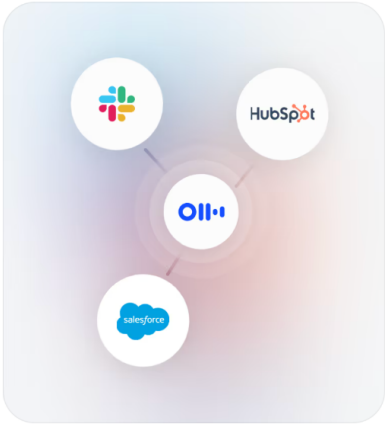
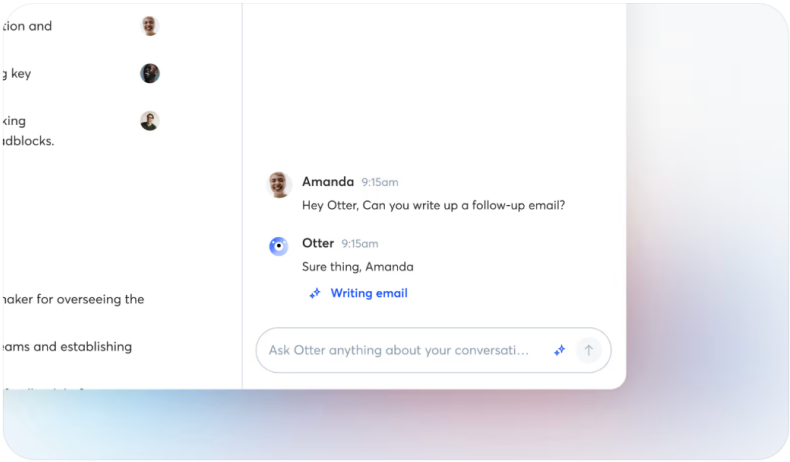
Find key insights from past calls, documents, and more using natural-language.

Chat-based knowledge retrieval

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Instantly get contextual answers about any meeting, create summaries, or reference data from any integrated tool using AI Chat.





Workflows and automation

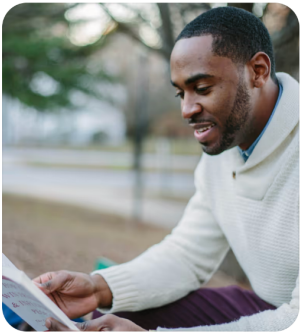
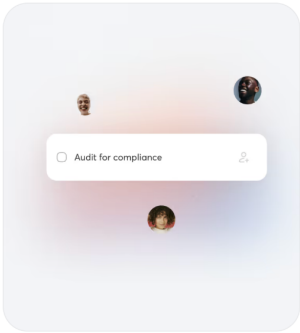
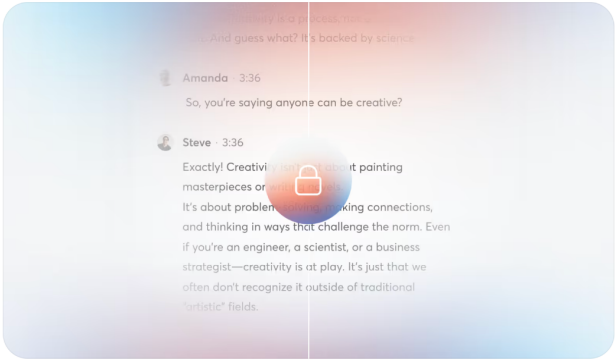
Trigger follow-ups, updates, and tasks for every meeting.

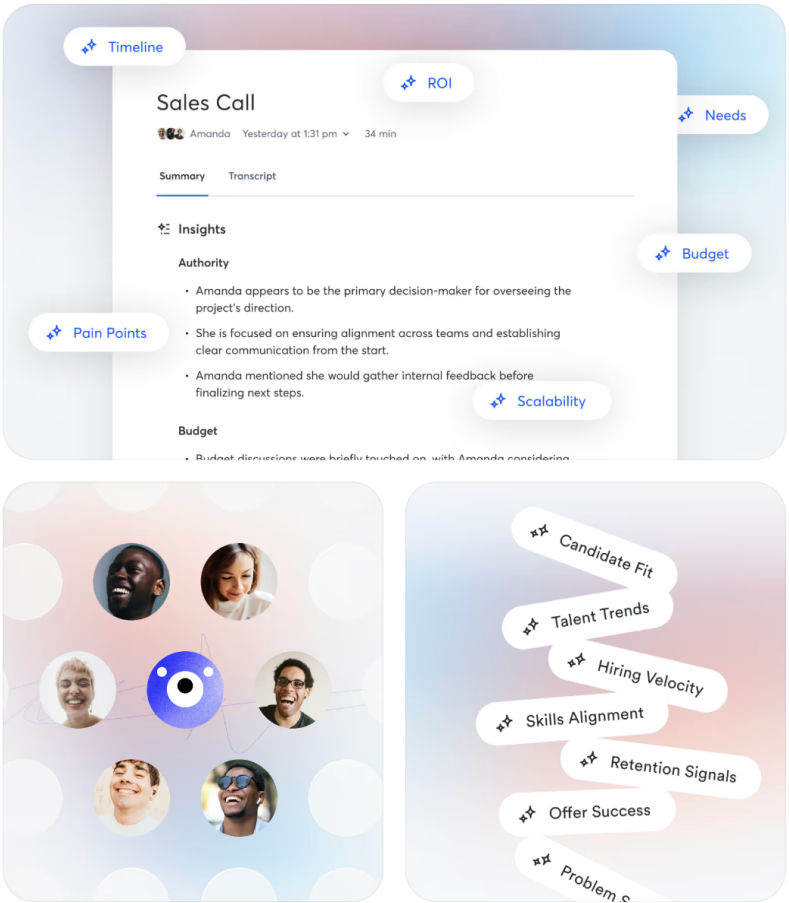
- CRM auto-updates** ×
Never miss a beat with follow-ups, updates, and tasks triggered automatically for every meeting.
- Follow-up automation** ×
Instantly auto-generate follow-up emails and next steps for client calls, internal reviews, and more.
- Project tool syncing** ×
Help your team move faster by sending actions items from meetings into tools they already use, like JIRA, Asana, and others.
- Automated support tickets** ×
Automatically turn meeting takeaways into support tickets or updates in tools like Zendesk and ServiceNow.

Enterprise-grade security and governance

The compliance and visibility you need without slowing your teams down.

- SSO & SCIM integration** ×
Easily control access with secure identity tools like Okta, Azure AD, and others.
- Admin controls** ×
Centrally configure access policies, workspace permissions, and content sharing rules to ensure compliance and manage internal governance at scale.
- Audit logging** ×
Maintain visibility into account activity with audit trails and logging, supporting your security, compliance, and regulatory reporting needs.
- Company-wide security controls** ×
Ensure consistent guardrails for all your content with custom security settings and policy enforcement.





Dashboards and conversation intelligence

Turn meetings into visibility and insights for leadership.

 Sales trends	X
Help sales leaders coach and forecast more effectively by revealing blockers, objections, and competitor mentions.	
 Conversation intelligence	X
Monitor sentiment, engagement, and strategic keywords across customer-facing teams to align messaging and positioning.	
 Cross-team visibility	X
Track key insights, actions, and trends across all your team's meetings.	
 Performance reporting	X
Free up time and enable proactive decision making by tracking key insights, actions, and trends from all your team meetings.	



SOC 2 TYPE 2

Otter utilizes best practices to protect our customers' data and works with independent experts to verify its security measures, and has achieved SOC 2 Type 2 report against stringent standards. We work with an independent auditor to maintain a SOC 2 report, which objectively certifies our controls to ensure the continuous security of our customers' data.



GDPR

General Data Protection Regulation (GDPR) is Europe's regulation for data protection and privacy. We have incorporated GDPR standards into data practices to make sure our customers have confidence in our security.



CCPA

California Consumer Privacy Act (CCPA) is a statute intended to enhance privacy rights and consumer protection for residents of California, United States. We do not sell your data. We have incorporated CCPA standards into our data practices.



VPAT

Otter recognizes the importance of Section 508 of the Rehabilitation Act and for IT accessibility. Otter has completed a Voluntary Product Accessibility Template (VPAT) to document compliance with accessibility requirements as outlined in Section 508.



HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) is a U.S. federal law that establishes national standards to protect sensitive patient health information from being

Security

Otter doesn't just talk about security. We've taken comprehensive actions to secure your conversations and data.

