

# Launch of new AI voice analytics and call archival enhancements for Xelion

Sydney, Australia – 3rd July 2025 – [Activa Communications](https://www.activacomms.au) is thrilled to announce a new partnership with [COTU](https://www.cotu.uk) under which Activa will be the exclusive distributor of the RAMP and CX-EX platforms, for use with the Xelion Unified Communications platform.

RAMP and CX-EX deliver AI voice analytics and call archival functionality that enhances the native features of Xelion, providing a market-leading solution for small to medium organisations in Australia and New Zealand.

RAMP provides customers with a separate and secure archive to store all call information including recordings and metadata, and generates AI transcriptions and summaries of calls for analysis.

CX-EX automatically analyses 100% of calls and presents easy to use dashboards to help customers identify unresolved customer issues, likely CSAT and NPS scoring, and agent performance.

Together with Xelion, customers in Australia and New Zealand can now access cutting-edge voice technology to better manage compliance obligations and optimise customer experiences.

*"We’re delighted to be partnering with COTU and excited to introduce the RAMP and CX-EX platforms to our partners in Australia and New Zealand. Combined with Xelion, partners can now offer contact-centre functionality to their SME customers, at a fraction of the cost, and help customers solve real-world problems and generate substantial return on investment. "* said Jason Bock, Director of Activa Communications.

The Xelion platform is now in use by over 200,000 people daily and represents a challenge to the established UCaaS players in the Australian and New Zealand markets. By including all features under a single license per user structure, regardless of the number of devices used, Xelion offers a fresh approach suited to small to medium sized businesses. Customers can now also leverage the RAMP and CX-EX platforms to further enhance their communications.

## *“At COTU, we’re passionate about giving partners the tools to help customers turn conversations into real business outcomes,” said Trevor Lovelock, CEO of COTU Solutions Ltd. “Our partnership with Activa marks an exciting step forward—bringing RAMP and CX-EX to the Australian and New Zealand markets and giving organisations a smarter way to handle compliance, improve customer experience, and drive better decisions through AI-powered insight.”*

## About COTU

COTU provide an industry leading suite of cloud-based SaaS applications to UCaaS and IT&T Resellers and Partners, enabling them to deliver amazing solutions to their customers. Based in the UK, but with a global capability we were founded by channel specialists who have spent decades working with resellers and know what ***you*** need to help ***your*** customers.

[www.cotu.uk](https://cotu.uk/)

## About Activa Communications

Activa Communications is a leading distributor of connectivity and collaboration services in Australia and New Zealand. With services spanning from secure connectivity to unified communications, Activa empowers its partners and resellers to deliver performance and value to their customers.

[www.activacomms.au](http://www.activacomms.au)

## About Xelion

With 15,000+ customers in 24 countries, Xelion is a rapidly growing Unified Communications platform that features a revolutionary user interface and powerful features to deliver cutting edge communications for the modern workplace.

[www.xelion.com](http://www.xelion.com)

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