

Voice Recognition empowered Dynamics CRM suite for Human Resources

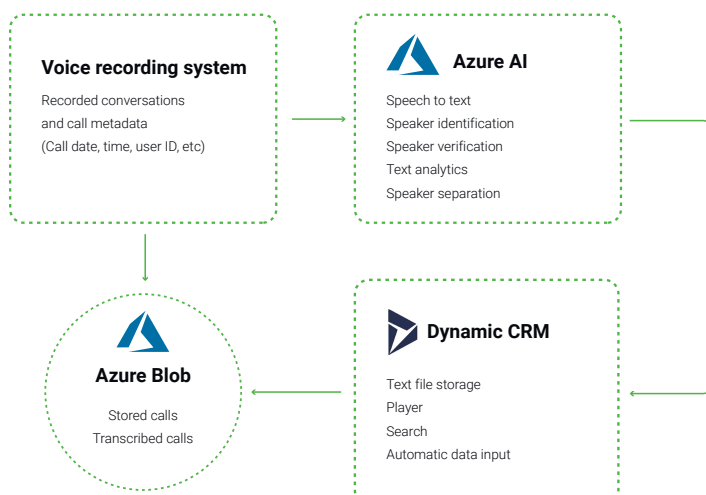
Use voice recognition services to enhance business operations and to lower costs for better business results

Traditionally, the interviews - live or held by phone - has been fairly one-dimensional: the HR specialists asks, receives and transcribes information from the applicant, then inputs it into the CRM, with some subjectivity, errors or delay. Even if the interview was recorded, it is analyzed manually.

WaveAccess AI powered CRM Suite is transforming the way HRs drive greater engagement across the entire hiring process.

| Here's how it works

- 1 Through Azure Cognitive Services, voice recording files are transcribed from voice to text.
 - Speaker separation is applied while transcribing
- 2 Within the transcription process, the platform performs a “sentiment analysis.”
 - The platform mines for a series of keywords or statements that are associated with insecurity, lies, aggression, discontent or confidence and positiveness. This data forms the Sentiment ratio
- 3 During the transcription processes the system also extracts key-value pairs to fill the CRM fields: name, gender, age, contacts, desired position, desired salary etc.
- 4 That data is categorized and classified, ready for analysis in CRM.
- 5 The voice recording is available by url and can be listened in embedded player right in Applicant profile



Benefits for HR

- **Automatic data input.** Service allows skipping time-consuming manual data input and produces less errors
- **More structured call data.** A text script of the call is searchable, able to be mined for keywords and other information that could be useful in the long term
- **Speech translation.** A transcribed text can be translated and analyzed on a different language which is important in case the candidate's and CRM languages are different

WaveAccess solution specific features

- Voice recording agnostic solution
- Voice separation for conversation transcription

Speech recognition technology is sure to have tremendous implications in CRM data management and insights. It helped WaveAccess AI powered CRM Suite revolutionize the hiring process.

About WaveAccess

19

years of delivering successful outcomes for customers

350+

talented & passionate professionals

4

global R&D centres

20+

industry verticals from banking to healthcare

300+

successful projects delivered and counting

96%

satisfaction index



2019 Partner of the Year
Media & Communications Award
2018 Partner of the Year
Artificial Intelligence Award
2017 Partner of the Year
Business Analytics Award



Gold Application Development
Silver DevOps
Silver Cloud Platform
Silver Datacenter

