



## ProFIX: Multi-Person, Multi-Language Automated Transcription

VoiceScript Technologies (VST) eliminates the fragmented, costly and unsecure approach to manual transcriptions. VST automatically transcribes multi-person conversations into a secure, trusted verbatim record.

### What is ProFIX?

A simple and effective business tool digitizing one of your most precious assets...voice recordings. VST ingests a multi-person recorded conversation (for example: police interview, deposition, tribunal review, call center) and renders a fully automated digitized transcription – complete with time indices, formatting and speaker identified tags. The new digital transcripts can then be used to grow revenues, analyse content, identify fraud or meet Compliance requirements.



### Reduce Costs Using All Recorded Conversations

- Reduce costs with automation
- Improve digitization via automated transcription
- Expand company knowledge using all recorded utterances, not just a few percent.

**Typical 40% - 60% cost reduction**

### Generate Revenue and Reduce Customer Churn

- Increase revenues easily analyzing recorded conversations
- Deepen customer relationships with better word choices
- Improve customer satisfaction by knowing language preferences

**Increased revenues 6% - 9% in year 1 with sales related firms**

### Enhance Compliance, Risk & Strengthen Firm's Brand

- Evaluating dialogue and scripts to enhance compliance
- Alerts regarding inappropriate words/ phrases to reduce risk
- Improve company brand by reducing poor language

**45% reduction in improper word use**

“VoiceScript Technologies (VST) has created a secure, fully automated solution enabling multi-person interviews to be digitally captured, stored, analysed and transcribed into a trusted verbatim record. “Perfect.” ”

- Asylum Director, UK Home Office