

ONE STOP SHOP

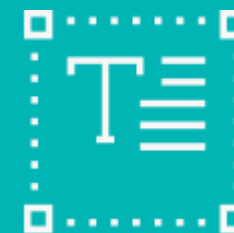
- Recordings and *multilanguage* transcription with punctuation (batch and real-time)
- Ontological and machine learning models for language *understanding* with *concept* and *entity recognition* and *correlation*
- Automatic content *classification*
- Detailed content *exploration* with drill down up to the single call
- Based on proprietary technology - highly customizable
- Verticalizations or specific purposes such as IVR, subtitling, digital archives, speaker identification, voice biometrics, verbal order, and verbal order automation

PRIVACY AND REGULATION COMPLIANT

- Morphing of the agent's voice
- Identification and anonymization of personal sensitive data

VALUABLE FOR OPERATIONS AND BUSINESS

- Measures call quality and voice of the customer
- Standard and custom multi-dimension dashboards for content analysis
- Integration with business data to create custom views
- Pre-build views with contact center KPI's such as churn, repeated calls, etc
- Smart access via mobile App to all relevant contents (recorded calls included)



The Speech Analytics tool
for Contact Center
optimization and extracting
value from Voice
of the Customer.