

2019 Enterprise Connect Speechmatics



Speechmatics



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AUTOMATIC SPEECH RECOGNITION (ASR) TECHNOLOGY

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Speechmatics leverages its advanced speech recognition and transcription technologies to create partnerships that improve quality management, provide better insight into agent performance, help ensure compliance and clarify dispute resolution. Ian Firth, VP of products for Speechmatics, shed more light of the areas in which his company is involved.

In what ways does your multi-language Automatic Speech Recognition solution enable contact centers to improve service and enhance the customer experience?

Speechmatics' technology provides our partners with the foundations to intelligently understand conversations and react upon them instantly. For example, Neuraswitch's ConnexionsCX platform captures all calls, which are transcribed in real-time using Speechmatics' solution. The platform monitors for keywords providing advice to the agent when triggered and ultimately allowing accurate and consistent responses to be made to the customer. This monitoring also allows a profile of an agent to be built and combined with the emotional analysis, allowing a full picture to be built of an agent's performance and how they manage the differing types of calls that they answer. This information is used to provide summary reports that give the call center manager a digestible snapshot of the data.

Call centers can use the data at hand, and the real-time feedback, to improve the relationship with their customer and increase efficiency, but it all starts with a highly accurate transcription solution.

Can you tell our audience how in-line indexing makes it simpler for organizations to discover and investigate call content while maintaining the integrity of sensitive information?

Speechmatics' automatic speech recognition technology can help analyze an audio stream by detecting keywords and phrases. Along with the understanding of topics, speech technology enables extraction of key elements supporting decision making and analysis as a conversation precedes. This combined with the ability to serve this function within the customers operational and security boundaries means the data flow can be processed and understood in near real time without the need for any content to be externally processed if required. This real-time discovery of content allows for integration into knowledge bases and supervisory functions to ensure that call center agents get the support they need, when needed, whether its information- based or support from supervisors during abusive calls.

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With GDPR and other regulations becoming more complex, how do your partnerships with Deloitte and Red Box provide you with additional capabilities to monitor interactions and ensure compliance?

We've been working with Deloitte on their smart solution, BEAT (Behavior and Emotion Analytics Tool) which combines Speechmatics' highly accurate transcriptions of conversations with the output from Deloitte's emotion analytics engine. Speechmatics provides the basis for determining the outcome of customer interactions through sentiment and behavioral analysis, topic modelling and natural language processing.

For Red Box, Speechmatics' technology provides accurate and timely text representations of audio conversations, including call metadata and different speaker identification. This enhanced audio capture and retrieval can be used to meet compliance needs, but it also makes key data more accessible, which firms can use to improve their training.

With Speechmatics, this processing can be maintained within the organization keeping data ownership and management within the company and allowing them to ensure they operate within their own policies. In both cases our partners can go far beyond just ensuring compliance, building upon the transcriptions to draw valuable business outcomes.

How does your solution differ from other speech recognition platforms on the market?

Transcription accuracy is the building block for call understanding. It leads to the best analytics and usage of the speech data to support the agents and ultimately deliver the best customer experience possible.

Speechmatics is best placed to offer this because we are deeply embedded in the world of academia with the agility to rapidly apply the latest research, embrace new techniques and thinking as they are discovered. The Speechmatics team has a vast depth of knowledge and experience of having developed speech recognition for over 30 years.

In addition, we have flexible deployment options, support public and private cloud and on-premise in our customers own data centers. This means our customers can deploy wherever their data is or is needed to optimize performance and cost. Our flexible deployments meet compliance and data security requirements as the technology can operate in dark sites without external connectivity.