



**CALL  
SCRIBER**  
IVR / SPEECH ANALYTICS /  
QUALITY MONITORING

**CallScriber - the solution  
that will analyze and  
transcribe 100% of your  
incoming calls.**

**Find out why your customers  
are contacting you!**



Proprietary Technology:  
ASR – Automatic Speech Recognition  
TTS – Text to Speech  
NLP – Natural Language Processing  
Models and Grammars specifically  
developed for these business areas.  
Simple and easy to integrate with  
existing solutions!

**It's time to focus on your customer's satisfaction.  
Leave the rest to the VoiceInteraction's team!**



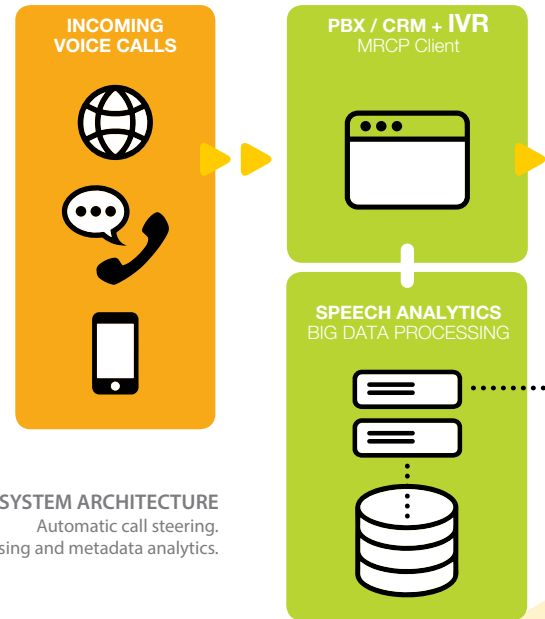
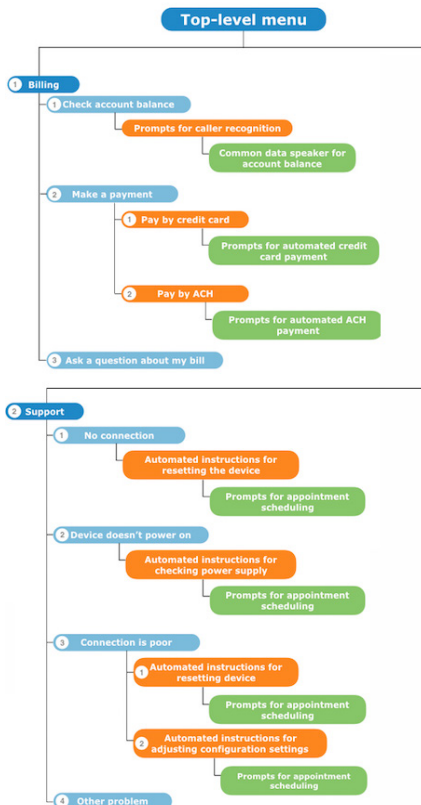
# CONTACT CENTER SOLUTIONS

## IVR / URA Automatic Call Steering Experience

Inbound calls will be answered by the automatic system, which understands the customers' needs and questions. The IVR steers and qualifies the incoming call and is able to find the correct solution or route it to a human operator.

Automatic ASR and TTS engines directly integrated with the IVR: Custom acoustic models and grammars available for different call types and origins: Landline, Mobile network calls and VoIP.

- Word based Grammars (SRGS), Keyword Spotting (SRGS with garbage), Statistical Models (vocabulary), Model and Grammar Mixing.
- TTS engine with client-custom voice creation available.
- Real time processing using MRCP as the communication protocol.
- Resource allocation scalable to every type of demand.
- Innovative grammar processing and traverse techniques.
- Correctly capture call intent while encouraging natural, human-like interactions.
- Improved customer satisfaction by offering an intuitive, more intelligent and efficient way to communicate.



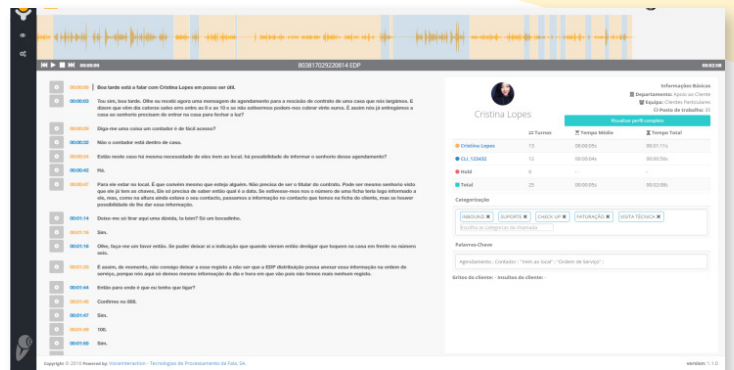
## SPEECH ANALYTICS Automatic call processing for knowledge generation

Speaker segmentation, Operator/Client identification and significant call statistics. Unique Speakers/Hold time and region distribution in call

Call acoustic parameters analysis for speech regions identification. Total speech time of unique speakers based in automatic speech segmentation. Operator identification and performance validation.

### Audio level, emotions and sentiment analysis

Energy-level of the call as an all, operator and client side analysis. Sentiment analysis for identification of emotional state alterations of the call participants.

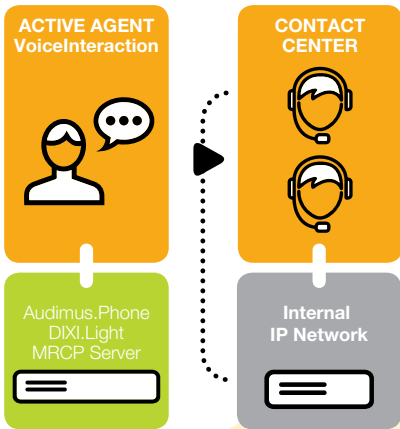


### Full textual transcription, business-driven call categorization and timestamped keyword spotting:

- Automatic Recognition Engine based on large vocabularies and statistical language models.
- Mixing of word-spotting models and client-defined grammars.
- Word-level confidence definition for future analysis.
- Onomastic and location based word classification.
- Tag categorization for semantic analysis.
- Full call transcription for metadata and content search and indexation.

### Category-based Call Indexation

- Using the result text and the metadata originated during the recognition process, an incoming call can be automatically categorized for indexed search
- Call indexation can be adapted to virtually any business area, relying on a large and evolutive vocabulary.
- When searching for specific textual and acoustic features, we can infer relevant sentiment and emotional-based data that can also be used to categorize calls



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## Big Data Analytics

Capture relevant information for your company by grouping a large diversity of calls and finding the major underlying trends:

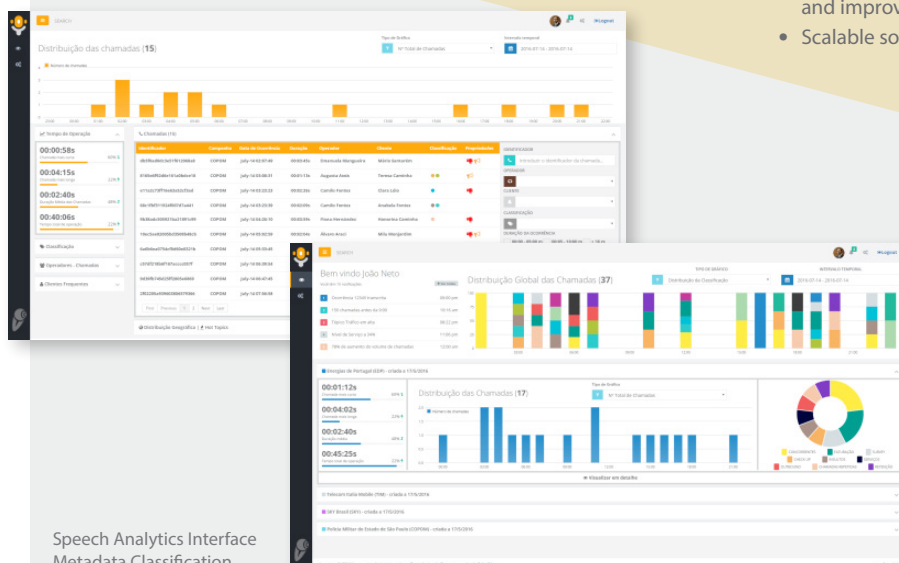
- Automatic Call Grouping for detailed content understanding.
- Custom classification models for new calls based on the available groups in Grouping Model.
- Automatic analysis and client-based categorization of all calls.
- No more restricted or sampling analysis. Every entry can be processed and classified.
- Big Data tailored methods for large call volume processing.

Find the major drivers and reasons why your customers call:

- Learn and understand your customer's needs.
- Identify key anomalies faster and in a more reliable way.
- Establish future action protocols based on previous good performance results.
- Promote preempted actions while learning from the past.
- Improve Quality Monitoring and Overall Management stats.

## Intuitive Data Visualization

- Keyword and Term Search quick search.
- Custom based search criteria within available filters.
- Trends and most common classifications.
- Temporal evolution and drill-down driven approach.
- Important call properties automatically highlighted.
- Operator performance and protocol adherence evaluation.
- User-custom Notification Center flagging significant actions.



Speech Analytics Interface  
Metadata Classification

## QUALITY MONITORING

### A daily reality of Call Center Management

Analyze every entry and do not be restricted to a small sample or group:

- Calls are automatically processed and data mined.
- All calls are available and the search methods are intuitive and optimized.
- The generated metadata is used to filter only the calls you want.
- The results can be stored indefinitely as the database indexation supports long-term search.
- Custom temporal intervals allow a comprehensive insight when looking at extended periods.

Real time Quality Monitoring:

- Instantly grasp the current status of your contact center.
- The Notification Center flags problematic calls or repeated clients that may require a manager intervention.
- Protocol adherence can be evaluated, taught and learned in a more effective way.
- Operators can assess their own performance and individually improve.
- Easy to integrate with coaching applications and evaluation platforms.
- Strengthen the Supervisor position while encouraging operators to learn and improve.
- Scalable solutions based on time constraints.



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## IVR Innovative call steering experience

Incoming calls are automatically handled by the platform in a question and answer based interaction. The IVR system can automatically respond to the customers' needs or escalate the request to a human agent. We advocate for a full linearized structure of communication tree where the customer can ask for any specific subject without the need to go through a narrowing process. CallScriber has the capabilities to disambiguate, through questions, the true intent of the customer interaction.

## Speech Analytics Automatic knowledge generation

After a call is completed and copied from the recording storage, our system can start the automated recognition and metadata extraction process. The result? A full interaction transcript, categorized based on what was said and how was it said. We cover 100% the communications focusing on an extensive call descriptive analysis which comprehends turn of speech segmentation (agent/customer), protocol adherence, hold management, business driven keyword spotting and sentiment analysis.

## Quality Around the clock Relevant Monitoring

Monitoring calls for quality control purposes is one of the most important pillars for the success of a company/organization that intends to respond to its customers' needs. With CallScriber you can monitor relevant information on all calls that have entered the system in real time, including the adherence to protocol. This system allows its supervisors to evaluate and intervene in all communications, while alerting if an important topic has not been mentioned. The supervisor can receive notifications, analyze and access the ongoing call transcripts, where a specific term has been said, and can thus guide the workforce over its supervision through complex and delicate customer-service interactions.

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