

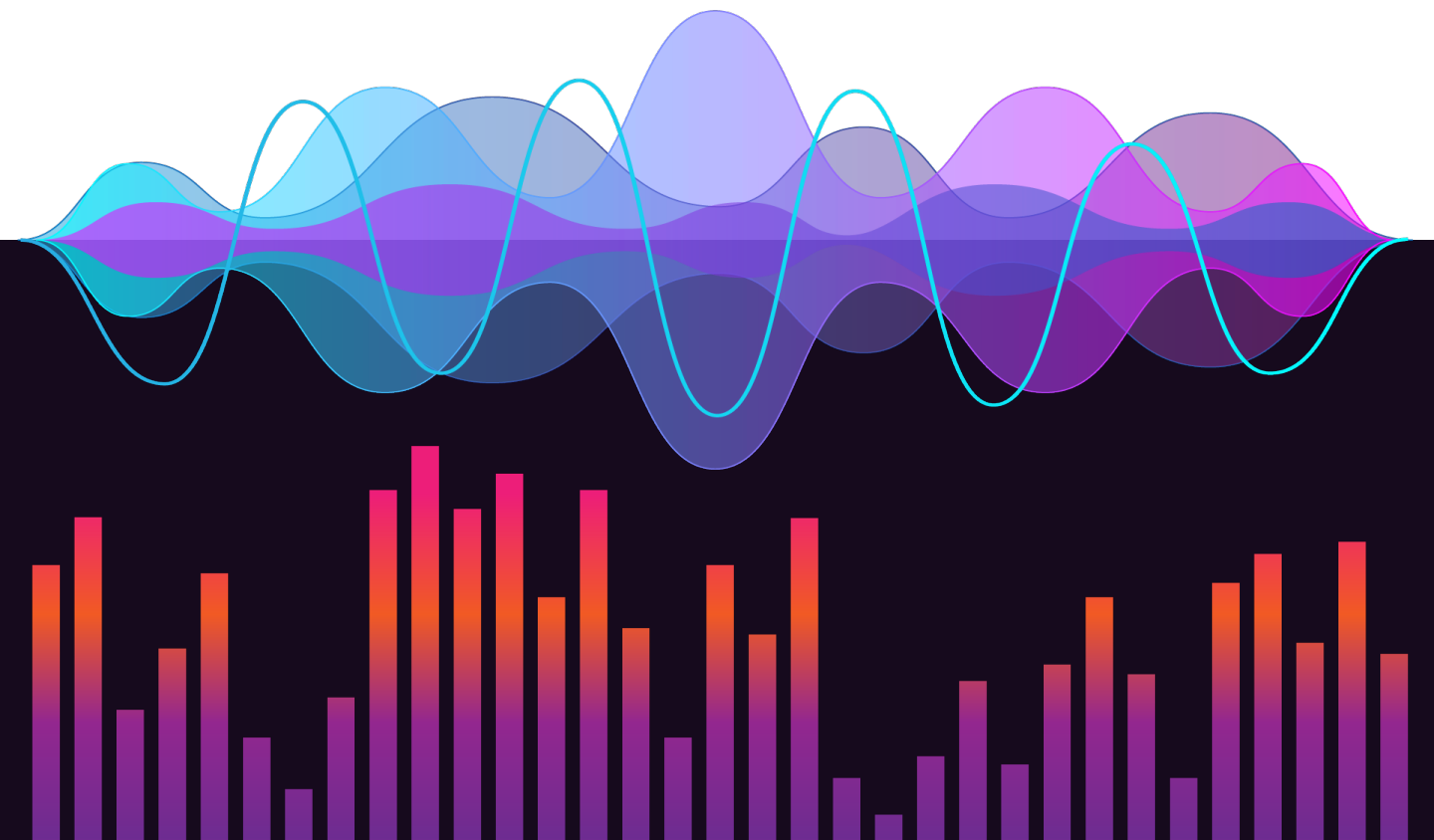
Overview

Mining your Voice Communications

Extracting business **value** from your **voice files** enabling you to make **informed decisions**.

Why is it important?

- To comply with global regulations, the surveillance and monitoring of voice communications is a requirement
- Your voice communications have a vast amount of value that can be obtained compared to other forms of communications



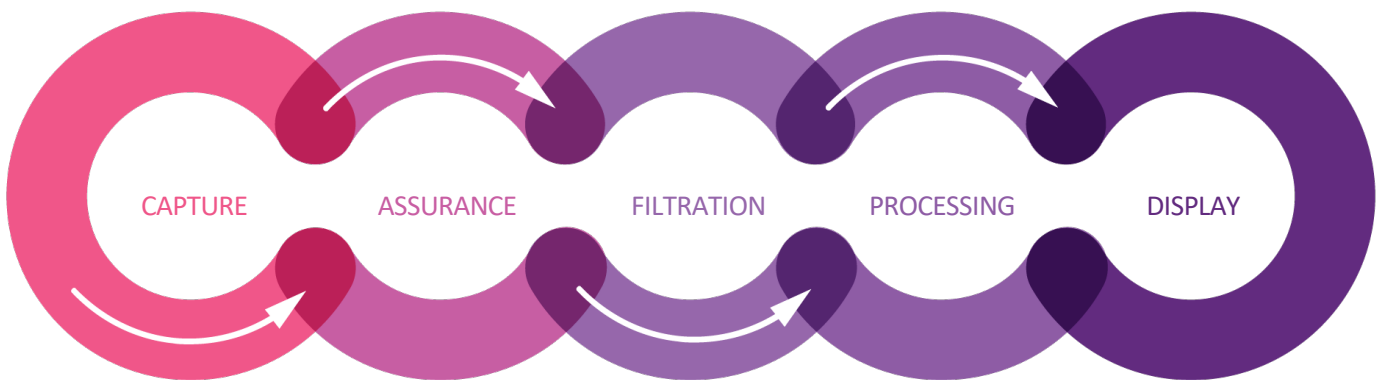
Challenges

What are the Key Challenges?

Voice Assurance must be seen from two directions

1 Historically voice has been seen as difficult or simplified without understanding how you can obtain the greatest value

2 To achieve accurate output from your voice communications there is a process that needs to be considered and implemented



What are the main signals to consider when mining your voice communications?



Key words/Phrases:

Identifying the word and phrases that the organization is looking to surface. These are commonly called lexicons and most organizations will have the standard (compliance, risk, HR, illegal etc.) terms that they are looking for.



Sentiment:

The attitude of individuals changes throughout a conversation. Being able to identify the change in sentiment of either party allows deeper analysis of the calls.



Biometrics:

Being able to identify the individual on the call by using their voice biometric profile.

Use Cases

Signals to be considered to feed into:

1. Compliance

- Surveillance
- Conduct risk

2. Quality Assurance

- Employee oversight
- Performance management

3. Business Automation

- Accurately transcribed conversations for surveillance systems

4. Litigation review

- Use of voice communications as part of legal matters

Excellence

The elements?

1

Accuracy and quality of voice data

2

Processing of signals accurately

3

Analyzing via dashboards the relevant and pertinent output based on use case