VOCi V-Blaze

Hear the voice of all your customers *with fast and accurate speech transcription*

Companies engage with customers by phone more than any other channel, and these interactions represent a gold mine of untapped information. Listening to every customer call is costly and time-consuming and not physically practical. As a result, only a fraction of randomly selected calls is typically reviewed.

These voice interactions reveal the true voice of your customers and enable you to get to the heart of their concerns. With our highly accurate, automated speech-to-text transcription, you can transform your unstructured voice data into transcripts that can be integrated into your analytics platforms. V-Blaze enables you to improve agent quality monitoring, enhance the customer experience, extract competitive intelligence and ensure compliance.

→ **Voci's patented, highly accurate speech-to-text technology uses GPU acceleration to process 150 hours of recorded audio in one hour, per single hardware instance**

→ **Now you can easily and cost-effectively analyze 100% of your calls**

Real, usable transcripts

Produce valuable transcripts that are readily usable without needing additional applications.

→ **Fully punctuated transcripts** significantly improve speech analysis by increasing the understanding of the caller's intended meaning

→ **Event-level metadata** (including timestamps and confidence scores) supports calculation of detailed call information; optional features include gender, emotion and sentiment information

→ **Automated numeric redaction** option reduces PCI/PII risk by automatically finding and eliminating credit card and other sensitive numbers from audio, text or both

→ **Automatic speaker separation** (diarization) of customer and agent voices when both are recorded on one channel, with this option enabling each side of a conversation to be analyzed independently

Truly understand your customer

Voci uses Deep Learning and sophisticated models and algorithms to accurately assess the real feelings and "voice of the customer".

→ **Sentimental analysis** (textual) evaluates a customer conversation and keywords like "great," "cancel" or "dislike" to understand the caller's sentiment

→ **Emotional analysis** (acoustic) gauges a customer's speech characteristics, such as inflections, speed or pitch, to determine the caller's emotion

→ **Gender identification** classifies the speaker's gender based on voice characteristics

→ **Hinting** improves transcription accuracy by dynamically adding properly spelled unique names and terms spoken regularly during call center conversations to V-Blaze's customized dictionary

Gender identification is valuable in understanding gender-based trends while sentiment and emotional analysis are combined to determine the overall emotional intelligence and reveal the true voice of customers, so you can get to the heart of their concerns.

Get to know the voice of your customers with high-quality transcripts that reveal the real reasons behind lasting customer loyalty and business success.
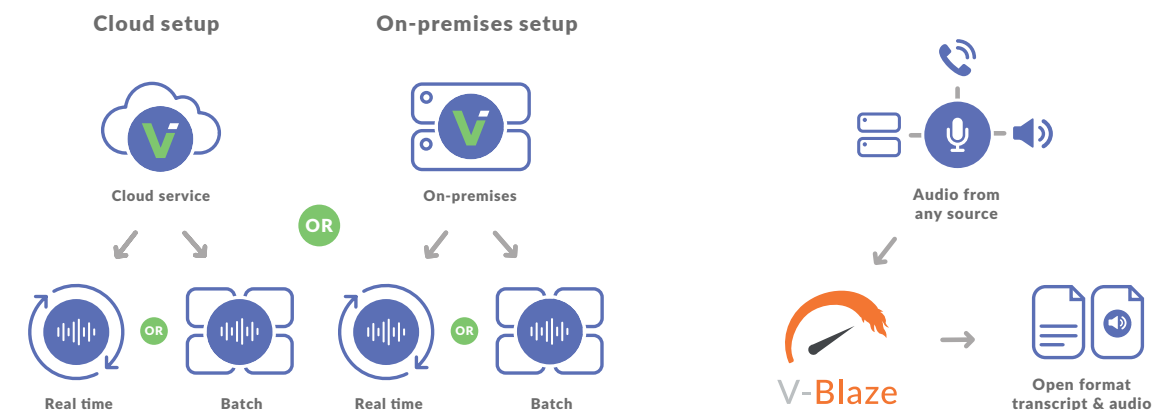
Benefits

Unlock the voice of your customer and enhance your analysis:

→ **Turn real-time and recorded audio into meaningful corporate assets by mining their wealth of data and enabling immediate actions**

→ **Create a 360-degree view of your customers and agents**

→ **Transcribe 100% of your audio with a fast GPU-accelerated solution**

→ **Plug accurate, punctuated transcripts into your Natural Language Processing and analytics engines**

	Speech to Text	Real time & Batch	Punctuation	Speaker Separation	Redaction	Emotional Analysis	Sentiment Analysis	Gender ID	Language ID	Hinting
V-Blaze	●	●	●							
V-Blaze XT	●	●	●	●	●	●	●	●	●	●

Flexible, open architecture and integration

Cloud setup

Cloud service

On-premises setup

On-premises

OR

Real time OR Batch | Real time OR Batch

Audio from any source

V-Blaze

Open format transcript & audio

→ **Convert your audio** in a batch or in real time

→ **Transcribe a batch** of up to 150 hours of recorded audio (or 1,500 6-minute calls) in one hour, per single hardware instance

→ **Transcribe audio in real time,** enabling agents to affect behavior and improve outcomes during a live call

→ **Deploy anywhere**, either on your cloud or ours, on your premise or ours or on your virtual machine

→ **Easily integrate** with third-party analytics platforms using its open API architecture

→ **Experience audio compatibility** from multiple telephony sources, with extensive support for over 350 audio formats

→ **Export JSON and Text open-format** transcripts with metadata enables straightforward integration with third-party analytics platforms

About Voci Technologies

Voci Technologies combines artificial intelligence (AI) and deep learning algorithms to deliver the best-in-class enterprise speech analytics platform. Voci's innovative technology and strategic partnerships enable contact centers of all sizes to extract actionable intelligence from voice data to improve customer experience, operational efficiency and compliance requirements. For information, visit www.vocitec.com.