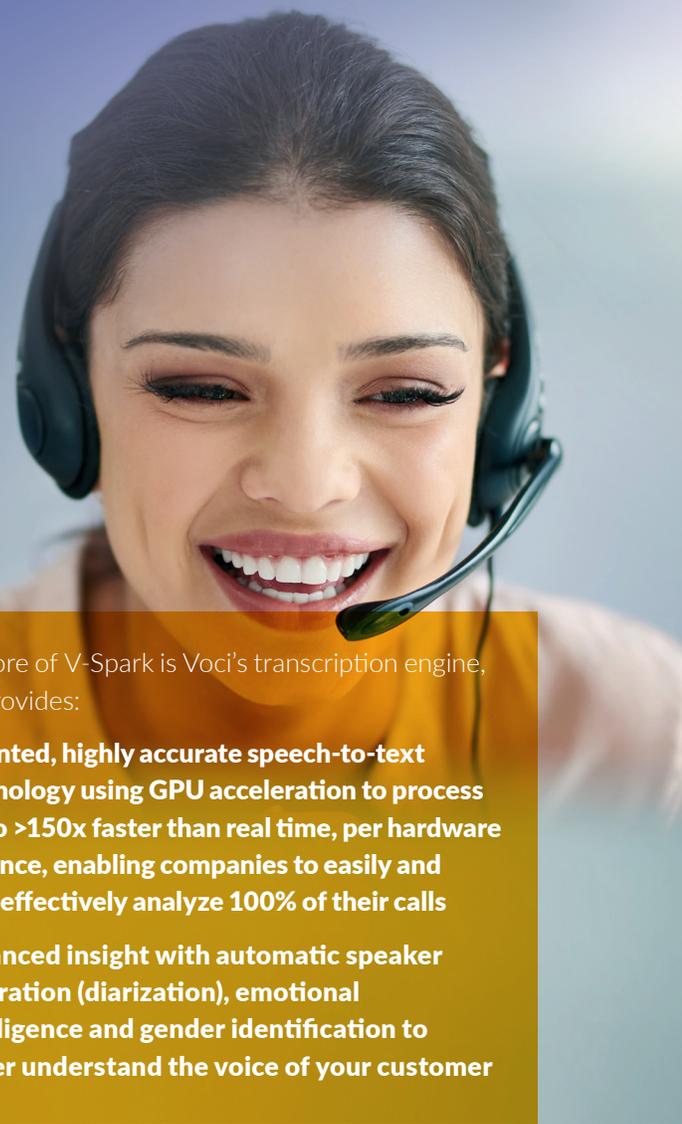


## Fast and accurate audio transcription *with enhanced speech exploration*



Incorporating voice data is vital to the success of your business strategy. But manually listening to call recordings is costly and time-consuming. Often, only a small fraction of calls is reviewed. For example, a typical call center environment usually selects just 10 calls per agent per month for quality assurance. With Voci's V-Spark, call centers now have vastly greater capabilities to review calls. By analyzing all of your voice data for root cause, you will uncover valuable insights to improve agent quality monitoring, predict customer churn, improve the overall customer experience and ensure compliance.

At the core of V-Spark is Voci's transcription engine, which provides:

- **Patented, highly accurate speech-to-text technology using GPU acceleration to process audio >150x faster than real time, per hardware instance, enabling companies to easily and cost-effectively analyze 100% of their calls**
- **Enhanced insight with automatic speaker separation (diarization), emotional intelligence and gender identification to better understand the voice of your customer**

### Powerful speech exploration tool to understand the voice of your customer

V-Spark speech exploration is an all-inclusive application that enables clients to visualize their audio using state-of-the-art speech recognition and exploration:

- **Real, usable transcripts** – Review clearly formatted, fully punctuated transcripts along with recorded audio for a complete and searchable view of voice interactions
- **Redaction of sensitive numeric data** – Reduce the exposure of PCI in both audio and text
- **Speaker separation with agent/customer identification** – Enhance your analysis of customer and agent voices when both are recorded on a single audio channel
- **Intuitive web-based interface** – Get started immediately, with no services needed, and explore customer calls in near real time
- **Enterprise search capabilities** – Pinpoint your most important call types by layering text-based keyword and phrase search with advanced metadata filters like overtalk, silence time and much more
- **Call drill-down** – Explore your audio by quickly and easily creating automated categorization and tagging, so you can drill down to specific call types and identify call drivers

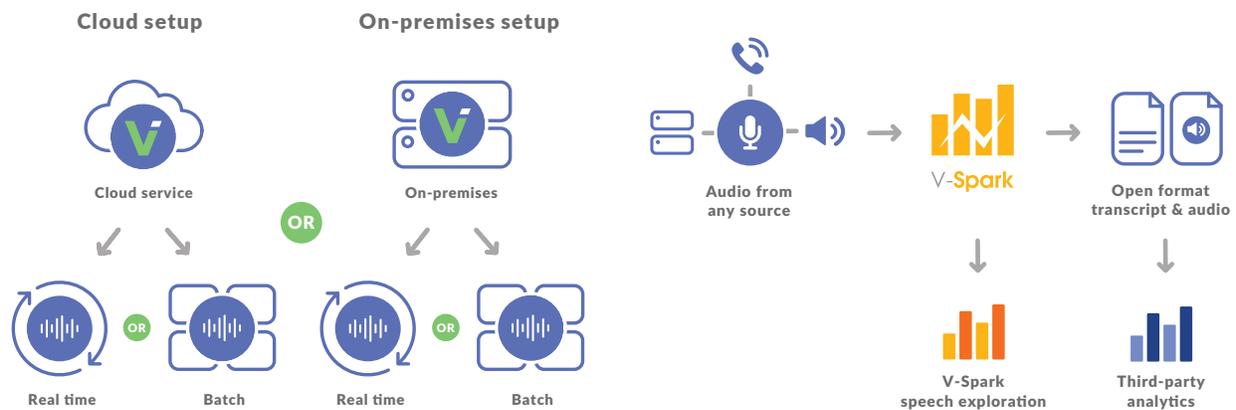
## Create a 360-degree view of customer-agent interactions

- Extract information about products, process and services from all of your calls
- Use evidence-based insights to reduce average handle time and improve first call resolution
- Grade agent performance using acoustic and linguistic analyses
- Calculate detailed call information with event-level metadata (timestamps, confidence scores, gender)
- Base call center interactions and follow-up survey questions on insight into the minds of the customer and agent
- Conduct gap analyses on customer-agent interactions to optimize surveys based on information derived from speech exploration

## Customize analysis to your needs

- Use V-Spark's intuitive and easy-to-use Application Editor to modify our preconfigured templates and quickly create customized scorecards specific to your business
- Leverage the unique metadata from your call and CRM systems that are embedded in the transcripts to perform more personalized call analysis and agent evaluation

## Flexible, open architecture and integration



- **Receive all-in-one transcription** and analytics that leverage the core Voci transcription engine
- **Deploy anywhere**, either on your cloud or ours, on your premise or ours or on your virtual machine
- **Experience audio compatibility** from multiple telephony sources, with extensive support for over 350 audio formats

- **Easily integrate** with third-party analytics platforms supporting REST using its open API architecture
- **Export JSON and Text open-format** transcripts with metadata enables straightforward integration with third-party analytics platforms

V-Spark can ingest practically any telephony audio source, then index and execute automated content classification and scoring for immediate business action. Results are directly available via the intuitive V-Spark user interface and/or easily integrated into a third-party business analytics and intelligence systems via our open data format and APIs.

### 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](http://www.vocitec.com).

