

VOCI Company Overview

Voci's Speech Analytics platform solves real business needs.

Company History

Spun out of Carnegie Mellon University, Voci's technology is built on 100+ man-years of R&D dating back to 2001. Since our first commercial product was released in 2012, the company has experienced rapid growth.

Company Principles

Over the last 10 years, Voci has built a portfolio of technologies and strategic partnerships that enable us to improve customer experience, operational efficiency, and compliance requirements. We also support our partners and enterprises need to extract actionable intelligence from voice data, either during the call or after the call is completed. We drive our clients' success by focusing on delivering best-in-class technology that empowers them with the freedom to choose deployment methods and analytical solutions that best meet their business needs.

Alignment with Market Dynamics

Gartner reports 89% of companies compete primarily on customer experience. Since companies engage with customers by phone more than any other channel, these interactions are a gold mine of untapped information. Voci's enterprise solutions perform STT in real time or in recorded batches, and our AI and deep learning algorithms enable call centers to gain actionable insights from 100% of customer calls.

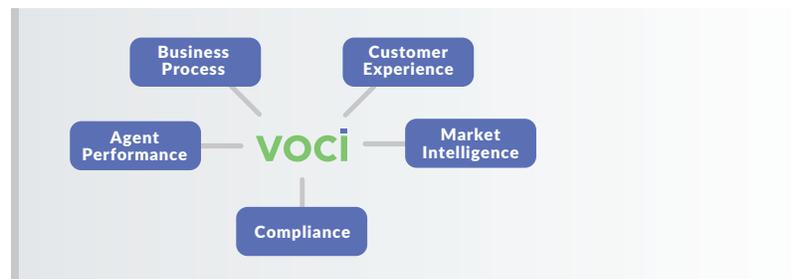
- **V-Spark** is a powerful, all-inclusive speech browser that enables our clients and partners to better understand the voice of the customer
- **V-Blaze™/V-BlazeXT** converts voice data into highly accurate, fully punctuated transcripts with valuable meta information – such as emotion, gender, sentiment, and biometric identity – to provide increased comprehension of a customer's intended meaning

Voci is Markedly Different	Voci	Market Alternatives
Speed	Processes 150hrs in 1hr	Process only 5-10hrs in 1hr
Ease of Integration	Open architecture	Proprietary systems
Completeness	Most complete	Limited or very limited
Accuracy	Highest accuracy	2-20pts lower

Ideal for Multiple Industries & Applications

Our solutions feature built-in language models that support call center, after-call survey, and voicemail applications for telecommunications, retail, finance, healthcare, and travel & leisure. They can even be customized to include a particular industry's or company's jargon, thereby further improving transcription accuracy.

Best-in-Class Technology Delivers Incredible Value



Flexible Deployment Options

Voci solutions can be quickly deployed either in our cloud or on a customer's premise or in a customer's cloud, with overflow to our cloud if desired. Rapid deployment means our clients can take full advantage of our solutions' powerful capabilities ASAP.

Voci's strategic collaboration with its various channels and with leading data analytics, workforce optimization, and Contact Center as a Service (CCaaS) partners helps businesses make data-driven decisions that improve their bottom line.

