

Verint Da Vinci
Transcription Engine
Powers the Top-Rated
Speech Analytics
Solution on the Market

VERINT.

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Contact center phone conversations are a goldmine of information, with an average conversation consisting of more than a thousand spoken words. By successfully transcribing and analyzing these words, organizations can make informed decisions to lower costs, optimize the customer experience, drive sales, and improve compliance. But this treasure of information will remain locked unless you can accurately capture the words being said, what they mean, and have the tools to intelligently analyze the data produced.

Verint® has released a new transcription engine, powered by Verint Da Vinci AI™ & Analytics. This new engine powers Verint Speech Analytics™, the top-rated speech analytics solution on the market.¹ It leverages advanced deep neural network (DNN) models to provide the most accurate transcription and comprehension accuracy available today.² This breakthrough engine is available as part of Verint Speech Analytics as well as other Verint solutions, such as Verint Automated Quality Monitoring™ and Verint Engagement Data Management™. With this new capability, Verint solutions offer best-in-class accuracy while maintaining superior security and cost effectiveness.

¹DMG Consulting LLC, 2021/2022 Interaction Analytics Product and Market Report, May 2021.

²As rated by DMG Consulting LLC, 2021/2022 Interaction Analytics Product and Market Report, May 2021.

Comprehension Accuracy

Comprehension accuracy is the ability to understand the meaning and intent of a call, including relevant topics and sentiment. Verint Da Vinci AI and Analytics provides unparalleled comprehension accuracy through sophisticated semantic intelligence and machine learning. In fact, we have found that organizations generally achieve over 90 percent comprehension accuracy with Verint Speech Analytics.³

So how does it work?

Taking analytics beyond the basics of identifying and trending words and phrases, the Verint solution capitalizes on semantic intelligence to provide a deeper understanding of the meaning and context behind the words used in conversations, along with resulting behaviors and actions. It can automatically determine the connection between spoken terms and phrases to identify the relationship and significance between them. By clustering these topics and relationships, users can gain a broader picture of emerging trends and themes, and in a single click, transform them into meaningful categories, vastly accelerating speed to insight.

Using machine learning, the solution offers further value through its ability to “self-train” as new topics are added, and proactively identifies and emerges rapidly surfacing conversations for analysis. Natural language processing is applied to extract the automated themes and relations, which are then used to enrich out-of-the-box ontology and create new categories, continually enhancing insights.

Transcription Accuracy

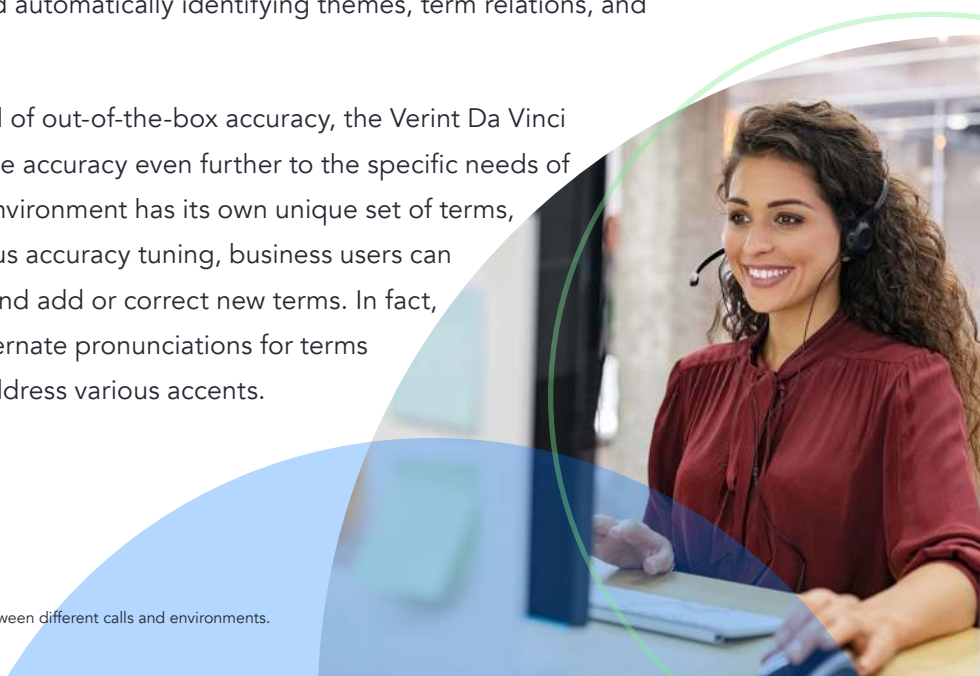
A second measure of accuracy is transcription accuracy, or the ability to precisely identify each word in a conversation. Current tests show that the Verint Da Vinci transcription engine produces transcription accuracy levels among the highest in the industry, specifically tuned for human-to-human contact center conversations. Most benchmarks conducted on contact center conversations have shown precision reaching 90 percent and word error rate in the range of 10 - 20 percent.⁴ This represents market-leading accuracy, especially for noisy human-to-human contact center conversations.

Verint Speech Analytics utilizes both supervised and unsupervised machine learning for model training, ontology building, root-cause analysis, and automatically identifying themes, term relations, and emerging trends.

While already achieving a remarkable level of out-of-the-box accuracy, the Verint Da Vinci engine makes it easy to customize and tune accuracy even further to the specific needs of each environment. Every contact center environment has its own unique set of terms, products, slang, and more. With continuous accuracy tuning, business users can easily monitor the transcription accuracy and add or correct new terms. In fact, the application automatically suggests alternate pronunciations for terms based on real-life conversations to help address various accents.

³Benchmarks determined by Verint. Results may not be typical.

⁴Benchmarks determined by Verint. Transcription accuracy can vary between different calls and environments.



One of the challenges of high transcription accuracy is that many contact center calls include noisy environments or overtalk between two speakers. Verint supports stereo transcription, which transcribes each speaker's audio separately to improve accuracy in these scenarios. Additionally, our advanced DNN architecture along with diverse sound augmentation techniques enables the application to achieve accurate transcription, even in very noisy recordings. The Verint transcription engine is built and tuned specifically for the contact center environment. After transcribing and analyzing billions of conversations for over two decades, Verint has unmatched data and expertise in building AI applications focused on extracting insights and driving quantifiable ROI from rich, unstructured conversations.

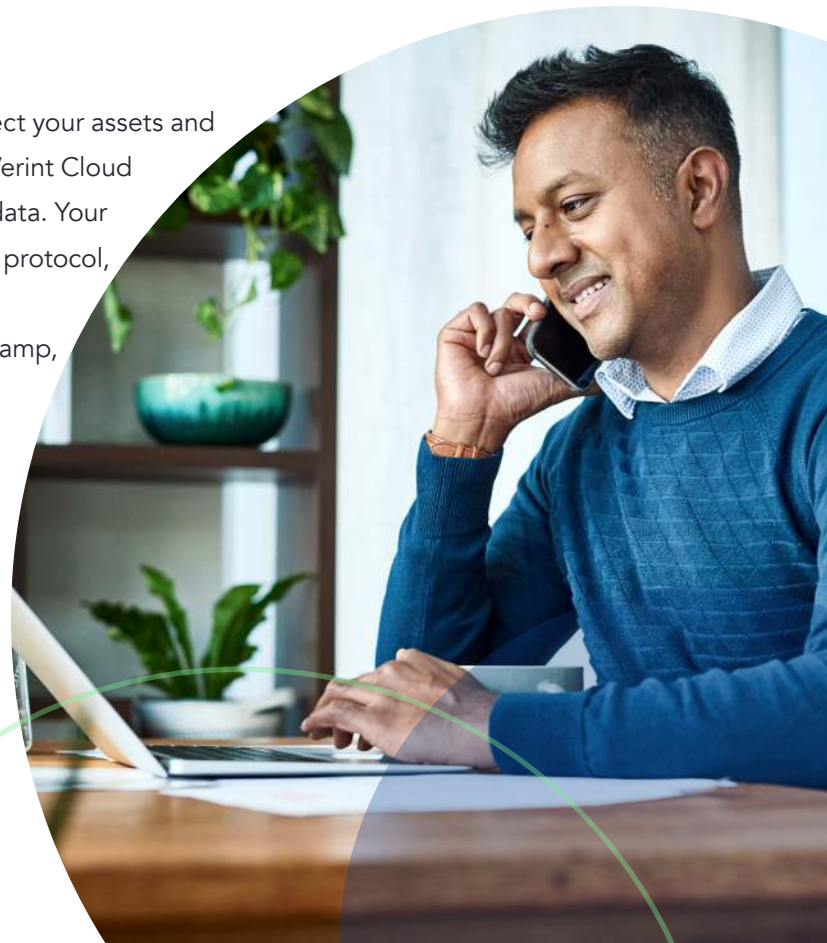
Accuracy Is Only the Beginning

An accurate transcription of a phone conversation is valuable only if you can use that data to extract actionable insights. Verint Speech Analytics is part of the Verint Customer Engagement Cloud Platform, allowing seamless sharing of data and services. Verint Speech Analytics can power near-real time analysis, as well as employee and team performance scorecards, and combined visual maps of each call, including screen recording and application analysis. Speech transcription data can also feed Verint's enterprise-wide interaction data hub to unlock additional value, by marrying speech categories and transcription with other customer data and delivering new insights.

In addition to the capabilities available within the platform, Verint also makes it easy to export category and transcription data for use in data lakes and other applications. The application supports several transcription export formats that have been used to build accurate predictive models for customer churn, NPS, and other KPIs. The Transcription Editing API provides an interface for customers to replace data in transcriptions to remove private, personally identifiable information such as credit card or Social Security numbers.

More Security, Less Cost

The Verint Cloud offers proactive cloud security to protect your assets and monitor potential threats. Transcribing your calls in the Verint Cloud gives you a secure platform, secure access, and secure data. Your recordings and transcriptions are secured by encryption protocol, and transcription export JSON files include a rich set of metadata, including word-level confidence score, timestamp, speaker, and more. At the same time, the solution is one of the most cost-effective transcription offerings on the market, and leveraging the cloud platform will allow you to free up IT resources from processing, storing, and maintaining your own transcription servers.



Conclusion

Verint has more than 25 years of expertise in customer engagement, with unmatched experience, research, and innovation in speech analytics. Verint is the most widely deployed and used speech analytics solution globally with over 2000 customer deployments in over 80 different languages and dialects. Our speech and text analytics solution has been ranked the leading conversational intelligence solution⁵ and has consistently received the highest customer rating for product effectiveness, vendor satisfaction and product satisfaction.⁶

The Verint Customer Engagement Platform draws on the latest advancements in AI to connect work, data, and experiences so brands can meet ever-increasing, ever-shifting demands and build enduring customer relationships. Verint Da Vinci AI and Analytics is embedded throughout the native cloud platform, powering applications such as Verint Speech Analytics, a key component of the Verint Workforce Engagement solution category on the platform.

[Contact us](#) or visit [verint.com](https://www.verint.com) to learn more.

⁵Opus Research Conversational Intelligence Intelliview Report, August 2021.

⁶DMG Consulting LLC, 2021/2022 Interaction Analytics Product and Market Report, May 2021.



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