

ReDat VoiceProcessor

“Module for automatic voice analysis and keyword processing”

ReDat VoiceProcessor is a software module destined exclusively as an extension of ReDat eXperience Application Platform. The module automatically processes records according to the specific definitions and its main objective is to acquire the maximum details from records including emotional voice analysis, key words analysis, monologues.

ReDat VoiceProcessor is a basic module of advanced analysis, which can be extended with the ReDat TopicDetection add-on module.

KEY FEATURES

- key words and phrases searching
- complex emotional analysis of the agent and customer interaction
- analysis of the call conversation (swiftness of responses, hesitation, etc.)
- graphical analysis outputs
- reports generation for various levels of management
- based on the Speech To Text (STT) technology
- searched results are displayed online
- automatic classification sorts all records into groups according to the key words, emotional parameters, etc.
- automatic utilization of information from records serving for the processes analysis
- speech fluency and voice interruptions detection
- advanced monitoring of selected parameters in a real time
- silence and monologue intervals detection
- simplifies the supervisors' work - module outputs are available in ReDat QualityChart module for the agents' evaluation
- integration with other systems is supported, e.g. CRM, CTI, SAD (Screen Activity Detector), VAD (Voice Activity Detector)

SUPPORTED LANGUAGES

- Czech
- Slovak
- English
- German
- Polish
- French
- Russian
- Spanish
- Italian
- Romanian

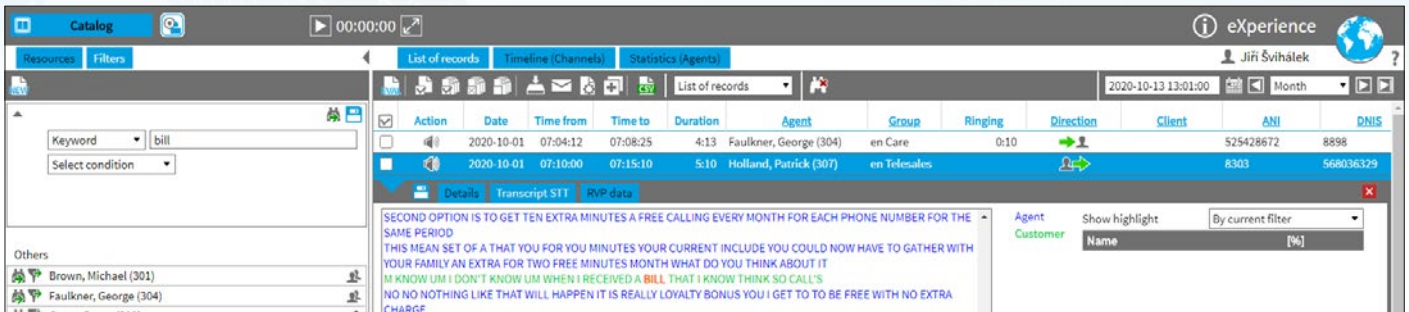
INTEGRATION INTO THE REDAT

ReDat VoiceProcessor is integrated into ReDat eXperience and works with an archive of all acquired records. ReDat eXperience replicates and archives records from ReDat recording devices and creates the records centralized depository.

ReDat VoiceProcessor is automatic and fully independent on the user after the initial configuration. It works with a pre-defined archive of records and the results are added to the new database tables. Other ReDat VoiceProcessor modules work with these counted parameters and provide various evaluation that enables other calls sorting.

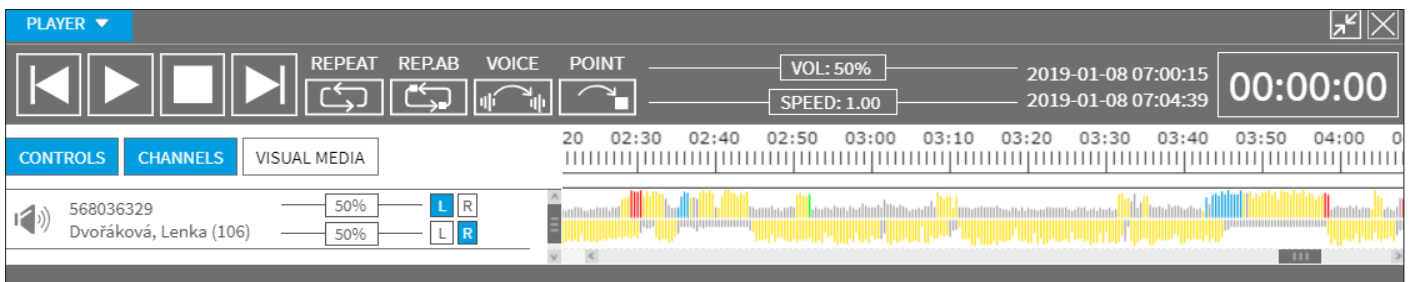
SPEECH TO TEXT

The primary aim of ReDat VoiceProcessor, based on the Speech To Text technology, is its ability to find keywords and phrases in a real time. The available variants of the required words are displayed in the “whisperer box” and after its confirmation the particular word is immediately found.



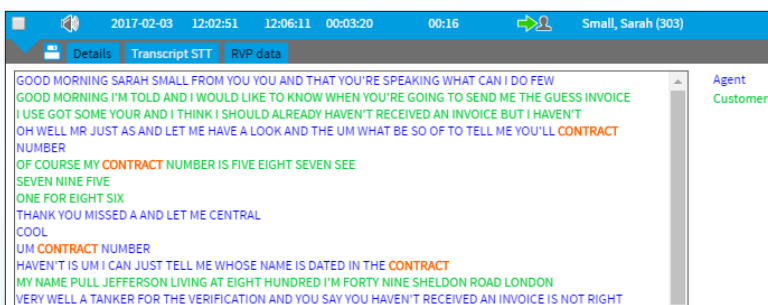
CALLFLOW PARAMETERS AND EMOTIONS

The application is also used to gain other information about all parts of the speech. The interactions' parameters, like speech interruption, response swiftness, reactions to the unexpected emotions, hesitation, etc., are as well evaluated.



REALTIME KEYWORD SEARCH

The unique feature of the key words searching function is the ability to identify, in the speech, references to the competitive products, prices, etc. Using this tool the supervisors can find out whether the agents follow the call scripts and act according to the contact centre protocol. All module's processes work automatically according to the defined parameters and so enable to save time and money.



Call transcription (searched keyword in red)

PARAMETERS OF RECORDS FOR SPEECH ANALYSIS

- Audio directions of the archived audio files are separated – STEREO
- 8 kHz, 8 bit or 16 bit sampling
- A-law or μ -law encoding
- Losslessly processed audio data in .wav format

ReDat Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDat Recording Systems.