

TRANSCRIPTION

Fast, accurate speech-to-text transcription of enterprise-wide voice conversations.

Our transcription service further enhances our innovative recording solution. It can help you to not only ensure compliance but also to save valuable time, whilst gaining even more insight from the conversations taking place in your organisation.

ENHANCED AUDIO ANALYSIS





Transcription enables you to extend the analysis of spoken voice with accurate and timely transcripts that can supplement and/or compliment audio capture and retrieval. Using deep and recurrent neural network algorithms, Red Box pushes the boundaries of what was previously thought possible for quality in speech recognition.

As a tightly integrated component of our core recording engine, audio can be captured and transcribed from over 55 new and legacy platforms including traditional phone systems, unified Communications applications, Trading Turrets, Mobile, and Radio, ensuring you get the fullest picture, everytime.

SEARCH FOR SPOKEN WORDS

Transcription provides additional value through the insight gained from captured data, whether that's supporting compliance, making investigations and event reconstruction easier, or supporting training requirements. With voice communications transcribed to text, everyday conversations are turned into valuable data.

Transcribed conversations can be displayed within the Red Box Search & Replay application where you can search for spoken words and phrases across recorded calls, view transcripts and listen to the call, all in one place. This powerful search capability will even highlight where in the call they appear.

-  Works with over 55 voice platforms
-  Text output includes call meta data and speaker separation
-  Easily exported and imported into Business Information systems providing additional value such as surveillance or quality analysis
-  Available in over 75 languages and growing

MANAGING COMPLIANCE

With the ability to quickly search whether specific words and phrases have or have not been said, you can audit all calls, reducing operational costs and saving time in the process. Reviewing as text transcript helps to check staff are adhering to scripts and/or covering required legal information and industry regulations more efficiently.

Information becomes easily accessible and auditable for supervisors, auditors and regulators who can review more calls in less time.

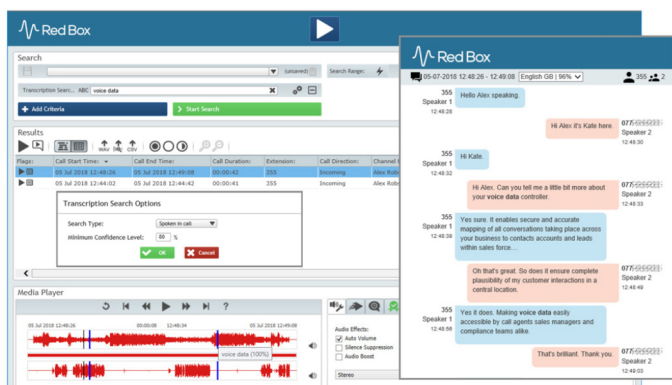
GET IN TOUCH

INVESTIGATION AND EVENT RECONSTRUCTION

Speedy and precise text illustration of audio conversations makes dispute resolution more efficient and reliable with more readily available data, being able to get to the required point in conversations faster.

TRAINING AND QUALITY SUPPORT

By using the transcribed data to analyse trends from customer conversations and identify patterns in customer behaviour, you can improve customer experience and gain better insight into how staff are dealing with customer calls which in turn, can be used to help upskill your team.



EXPORT AND ANALYSIS

Voice is and will always be the most efficient and effective user interface ever invented. As a data set, it holds much more value than any other means of communication. The challenge is getting a full picture of conversations taking place across an organisation.

Data often comes from multiple sources and is in an unstructured format. Traditionally it has only been possible to audit and analyse these recordings by listening to each call. If you take a 12-hour shift in an 80-seat call centre as an example, this can generate over 800 hours of audio recordings becoming incredibly time and resource expensive.

Fast and accurate transcriptions of conversations (time stamped speech and call metadata with speaker separation) provides a hugely valuable data set that can be exported, processed and manipulated by a wide range of business systems providing enhanced search capabilities and improved analytics for your organisation.

Seamless integration into market-leading CRM, compliance archiving, AI and analytics platforms helps support regulatory compliance and enables you to gain more insight within your application of choice. This rich insight can be used to address automation, security, fraud, and enhance employee engagement and the customer experience.



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britannic
technologies

BRITANNIC IS THE TECHNOLOGY PARTNER FOR YOU

When it comes to delivering tailored ICT services for your organisation, it is as much about choosing the right technology partner as it is about choosing the right communications technology. You'll love working with Britannic for our great service, expert technical skills and a real hands-on approach to solving complex ICT challenges.

We are award-winning specialists in voice communications, systems integration and managed services, with over two decades of contact centre experience. Our leading technical expertise and consultative approach has helped hundreds of UK businesses with their Digital Transformation.

We work with you to understand your business goals, processes and culture to develop personalised digital strategies. Discovering your needs, demonstrating technology and designing, building and supporting your integrated solution, enabling you to meet your objectives at your own pace.

ISS, Markerstudy Group, Zoopla, The Kennel Club and Peabody Trust are just a few of the organisations that have transformed their business communications and contact centres with Britannic and Red Box.

As leaders in innovation we are proud to bring disruptive technologies to customers such as: artificial intelligence, Web Real Time Communications and Robotic Automation Processing. Digital Transformation is an evolutionary journey, and we help you to keep it simple and flexible, transforming business communications, processes and improving your customer experience.

We do what we say and deliver on our promise.

Get in touch today to book your **FREE** Red Box demo

We're Your Partner for the Future

With Britannic, you'll discover the possibilities of communications technology, connect people, deliver resilient ICT services to desktops and mobiles, and develop your cloud or on-premise platform with application integrations that make every conversation easy, personal and productive.