Verint
Speech Transcription

As the business landscape evolves, savvy organizations are using the recordings they capture in their contact centers to make decisions that can directly impact the customer experience — and differentiate themselves from the competition.

With Verint® Speech Transcription™, you can transcribe up to 100 percent of calls in your contact center to gain deeper insights into the meaning and context of customer conversations. Instead of relying on a small subset of calls for decision making, you can transcribe millions of calls efficiently and obtain statistically relevant data to help drive improvements to customer service, sales effectiveness, and competitive advantage.

Verint Speech Transcription capitalizes on our semantic intelligence and more than 70 patented technologies to provide a deeper understanding of the meaning and context contained in conversations. The application can accurately transcribe calls in over 60 languages and variants, and offers best-in-breed transcription export, including human-readable, term-level (word-by-word), and utterance-level (continuous speech beginning and ending with a clear pause) formats. Transcripts include speaker separation, start and stop time-stamps, confidence level, and more to help your organization extract maximum value from call transcription.

By analyzing transcripts, you can gain insight into what customers are trying to do by channel, how successful they are, what challenges they encounter, and how effectively your agents are assisting them. This wealth of information can be combined with other data sources (such as customer, CRM, website click, and digital interaction data) to help you visualize your customers' journeys and shape your omnichannel strategy to support them.

Now you can:

- Unlock business insights from up to 100 percent of your contact center voice interactions.

- Easily export and share valuable contact center data within your organization to help improve customer outcomes, including NPS/CSAT, churn, sales, and more.

- Accelerate speed to insights and return on investment with fast, easy transcript exports to meet multiple business uses.

- Leverage other solutions in Verint's portfolio to benefit from an end-to-end solution for capturing, indexing, transcribing, analyzing, and securing contact center conversations — either on-premises or in the cloud.

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Drive Better Outcomes for Your Customers

Call transcripts are key for understanding customer intent, successes, and challenges in the voice channel — as well as in digital and self-service channels, since customers often call when their needs aren't being met elsewhere. By analyzing transcripts, you can surface questions and issues around channel usage, customer experience, and customer satisfaction. And by comparing interactions with Net Promoter Score (NPS) and customer satisfaction survey results, you can even build models to predict these scores for every interaction—then take action proactively to rectify potentially negative experiences before losing customers, revenue, or brand reputation. It's an approach based on service discovery, rather than on service recovery.

Going further, you can use call transcripts to help drive sales effectiveness. What if you could analyze all sales conversations and identify the types of sales pitches that most often result in sales? Even a one percent increase in sales conversions can result in thousands of dollars in revenue to many organizations.

By analyzing call transcripts, you can identify the most successful sales approaches — everything from word choice at key points in conversation to conversational cadence, handling rebuttals, and more. Analyzing this data can help you develop a set of best practices that can be reflected sales training, trigger guidance through Verint Real-Time Speech Analytics™, or even drive personalized offers through prescriptive analytics.

Secure Data from End-to-End

Securing organizational and customer data is imperative in today's regulatory environment. But deciding where to store data is only one of many critical decisions — you also need to ensure the veracity, availability, and security of that information.

Verint Speech Transcription is part of Verint's unified portfolio of contact center solutions, which includes offerings for call recording and speech analytics. Available in the cloud or on premises, Verint Speech Transcription can be used with recording solutions from other providers but can deliver extended benefits when deployed in concert with the other solutions in our portfolio. Your organization can gain the advantages of a single-vendor solution for recording, analyzing, and transcribing contact center recordings.

This includes secure treatment of recordings from end-to-end — while in transit and at rest — since recording, indexing, and transcription are all conducted within a single, secure environment. There is no need to decrypt call recordings and export them to a third-party transcription engine. It's a practical approach that can help minimize the risk of unintended access to customer data during transport, as well as the risk associated with third-party providers, who may take a liberal approach to their use of your customers' data.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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