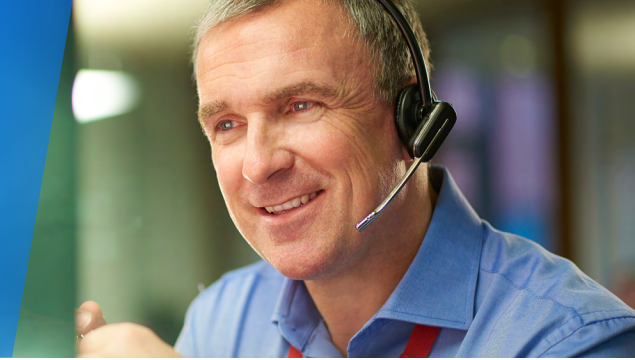


# Verint Da Vinci Transcription Service



## 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 AHT, NPS®/CSAT, churn, sales, and more.
- Accelerate speed to insights, return on investment, and more with fast, easy transcript exports to meet multiple business uses.
- Gain flexibility by accessing this service via REST API.

As the business landscape evolves, savvy organizations are using their customer voice conversation recordings to gain mission-critical insights and make better decisions that directly impact the customer experience—and differentiate themselves from the competition.

With Verint® Da Vinci™ Transcription Service, 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 quality, compliance, customer sentiment, and decision making, you can transcribe all your customer calls and obtain statistically relevant data to help drive improvements to customer service, sales effectiveness, and more.

Verint Da Vinci Transcription Service capitalizes on our semantic intelligence AI and over 70 patented technologies to provide a deeper understanding of the meaning and context contained in conversations. The service can accurately transcribe calls in more than 75 languages and dialects and offers market-leading transcription accuracy, including human-readable, term-level, and utterance-level formats. Transcripts include rich metadata such as speaker, start and stop timestamps, confidence level, and word placement to help your organization extract maximum value from this rich unstructured data.

By analyzing transcripts, you can also gain insight on other digital channels. By understanding self-service escalations, you can see what challenges these channels pose to your customers, and how effectively your agents are promoting them. This wealth of information can be combined with other data sources (such as customer data, CRM data, website click data, and digital interaction data) to help you visualize your customers' journeys and shape your omnichannel strategy to support them.

# VERINT®

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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 build models to predict these scores for every interaction—then proactively 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 and even specific words and phrases that most often result in sales?

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

## Gain Flexibility with REST APIs

Verint Da Vinci Transcription Service is implemented using REST APIs in Verint's Open API Standard. This enables a consistent approach to APIs available from the Verint Developer Portal. The APIs are secured and authenticated in the Verint Cloud using OAuth 2.0. The Verint Da Vinci Transcription Engine is a cloud-based service deployed in a way that enables fast and cost-efficient decoding.

Verint Da Vinci services enable developers to leverage the artificial intelligence capabilities of Verint Da Vinci across the enterprise. With these services—alongside the standard Verint applications—our customers can realize even more value from the Verint Cloud Platform.

## Part of Verint Customer Engagement Cloud Platform

Verint Da Vinci Transcription Service is part of a patent-protected portfolio of cloud solutions that enables the world's most iconic brands to efficiently connect work, data, and experiences to build enduring customer relationships.

The transcription service powers the accurate transcriptions used in Verint Speech Analytics and Verint Interaction Analytics. It is included with these products automatically for cloud customers, and is also available as an add-on for existing on-premises customers.

\*Requires Verint Real-Time Agent Assist.



Learn more at  
[www.verint.com](http://www.verint.com)

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