

Verint Financial Compliance and Intelligent Voice



Now You Can:

- Gain holistic oversight across all audio channels and external conversations.
- Capture all voice communications and UC modalities.
- Improve voice surveillance with next-gen artificial intelligence (AI), machine learning (ML), natural language processing (NLP), and biometric technologies.
- Enhance effectiveness and reduce the cost of manual audio and risk review.

With the evolution of communication channels, meeting regulatory requirements in the financial markets has become increasingly complex. While new modalities such as e-mail, chat, and video all pose new difficulties for regulated businesses, voice often remains the biggest challenge. Regardless of the device or collaboration tool, spoken interactions are “unstructured” and difficult to align for investigative purposes.

Due to a multitude of languages, dialects, industry jargon, sentiments, and other underlying factors, voice continues to be a challenging communication mode when it comes to maintaining compliance with applicable regulations. Nowhere more so than in financial services where, because discussions revolve around the complicated area of financial market trading, there is increased scrutiny and regulatory complexity. Compliance failures can entail serious legal and commercial consequences, as well as hefty fines.

This is further complicated by the challenges posed by remote working, as well as the broad range of devices, communication channels, and collaboration tools that employees use to interact with customers. Moving the data from voice to a text channel simplifies analysis and enables your surveillance team to identify fraudulent or inappropriate behavior more quickly and easily, reducing reputational and financial risk.

Through its exclusive integration with Intelligent Voice®, Verint® Financial Compliance Capture™ can take advantage of invaluable capabilities that significantly enhance voice analysis practices for compliance purposes. These include:

- AI, ML, and NLP speech analytics pre-trained for the financial services domain
- Transcription of recorded voice interactions in 25 languages and dialects
- Automatic detection of spoken language and transcription of conversations in multiple languages
- Ability to learn the unique terminology of your organization

VERINT®

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Voice Capture Has Never Been More Intelligent

As business communications are increasingly multi-channel and digital, it is essential for financial services firms to implement compliance solutions capable of capturing interactions across the organization. These solutions must be able to handle all forms of communication including spoken, written, pictographic, or video-based; operate in multi-location and device environments; and enable the organization to demonstrate control over its infrastructure and processes. This is an especially complex task in the case of voice capture, which generates “unstructured” data.

The integration of Intelligent Voice enables all interactions recorded in Verint Financial Compliance Capture to be processed for advanced artificial intelligence (AI), machine learning (ML), and natural language processing (NLP)-driven speech recognition and behavioral analytics. Deployable across your infrastructure to satisfy all security concerns, the joint Verint and Intelligent Voice solution delivers a unique breadth of proven capability that is focused on tackling the specific challenges of financial services.

Monitor Every Spoken Interaction Efficiently

Verint Financial Compliance Capture makes sure that each interaction with and within your organization is monitored and recorded — regardless of the device or tool, and whether your employee is at the office, working from home, or on-the-go. But you also need to ensure that the recorded conversations are suitable for regulatory investigation.

Intelligent Voice adds powerful transcription capabilities that are able to identify 25 languages and dialects, and instantly switch between them to keep track of a multilingual conversation. It comes pre-trained for the special “tribal dialects” of the trading floor, ready to learn your organization’s unique terminology, and can also perform automatic topic extraction.

What’s more, thanks to advanced voice biometrics capabilities such as diarization and voiceprinting, it can identify the number of different speakers in an audio file and build a voiceprint of each speaker. This enables searching for individuals based on a voice sample and expedites the review process.

Powerful AI, ML, and NLP Capabilities

With Intelligent Voice, each interaction recorded with Verint Financial Compliance Capture can be analyzed using advanced AI, ML, and NLP capabilities. As part of these analyses, the solution can identify changes in sentiment, speaker behavior, and behavior impact across the dialogue, before assessing and scoring the interaction.

The joint Verint Financial Compliance and Intelligent Voice solution is part of a holistic framework of compliance technology products that can be deployed as SaaS, on-premises, as well as in hybrid environments.



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Americas

info@verint.com
+1 770 754 1900
1-800-4VERINT

Europe, Middle East & Africa

info.emea@verint.com
+44(0) 1932 839500

Asia Pacific

info.apac@verint.com
+(852) 2797 5678



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