Verint Financial Compliance Communications Profiling – Speech

Meeting regulatory requirements in the financial markets has become increasingly complex. While email, chat, and video all pose new difficulties for regulated businesses, voice often remains the biggest challenge. Regardless of device or collaboration tool, spoken interactions are "unstructured" and difficult to align for investigative purposes.

Now You Can:

- Capture all voice communications across all audio channels and external conversations.

- Benefit from cutting-edge, multilingual speech recognition and transcription capabilities.

- Improve communications surveillance with best-in-class voice analytics and AI-powered features.

- Enhance effectiveness and reduce the cost of manual audio and risk review.

Different languages, dialects, industry jargon, and other factors make voice a challenging communication mode for maintaining compliance with applicable regulations. This is particularly true in financial trading, where increased scrutiny and complex regulations control discussions, and failures can entail serious legal and commercial consequences, as well as hefty fines.

Remote working and the broad range of devices, communication channels, and collaboration tools that employees use to interact with customers add to the challenge. Moving the data from audio to digital can help simplify analysis and enable your surveillance team to identify fraudulent or inappropriate behavior more quickly and easily, reducing reputational and financial risk.

Verint® Financial Compliance Communications Profiling - Speech™ leverages state-of-the-art speech capabilities that can significantly enhance voice analysis for compliance, including:

- Automatic speech recognition and transcription from any tool and platform

- Automatic language detection and transcription in 30+ languages within a conversation

- Diarization for automatic detection of different speakers in a conversation and anonymous segmentation of the transcript according to speaker identity

- SmartTranscript™ with navigable soundwave visualization of the audio conversation

- Pre-training for the unique language of the financial domain, with the capability to be further tuned to better understand an organization's specific terms and references.

- Jumpto™ Topics for automatic topic identification and listing in an easily navigable way

- Summarization to provide a brief summary of each conversation using generative AI

VERINT.

Benefit from Intelligent Voice Capture

As business communications become increasingly multi-channel and digital, financial services firms are facing increasingly complex compliance challenges. Trader conversations have also become non-binary – having evolved from one-to-one dialogues to multi-participant conference calls and persistent interactions – which further complicates adhering to regulatory requirements. These changes have made it vital for financial services firms to implement compliance solutions capable of capturing interactions across the organization.

Verint Financial Compliance Communications Profiling capitalizes on the broad functionality of Verint Financial Compliance™, which can handle all forms of communication (spoken, written, pictographic, and video-based), operate in multi-location and device environments, and enable businesses to demonstrate control over their infrastructure and processes. It can enable you to align the captured, unstructured voice data into the audio review process quickly and efficiently.

Unmatched Transcription Capabilities for the Financial Markets

Turning voice conversations into actionable information starts with best-in-class speech recognition and transcription. The solution can identify over 30 languages and transcribe the conversation while automatically switching between the languages. Using diarization, it can uniquely segment the transcription according to each detected speaker in a completely anonymous way.

The financial market's unique "dialect" further complicates voice capture. To help tackle this challenge, the solution comes pre-trained for the special language of the trading floor with high levels of accuracy, and it can be further tuned to better understand any company's own specific terms and references quickly and easily.

Speed Up Review Processes with Smart Features and AI

To help make audio reviews quicker and more efficient, the solution also provides smart data insight features. In addition to diarized transcriptions, captured conversations can also be visualized in a navigable soundwave form, with a list of alert terms and key topics identified within the conversation. What's more, the solution can use AI to generate a concise summary of conversations to further support the interaction review process.

With Verint Financial Compliance Communications Profiling, you can leverage these state-of-the-art speech capabilities on an intuitive interface that provides a holistic, single-pane-of-glass view of all communications, traditional or UC, including those from external resources. This can help compliance officers gain a better understanding of each interaction and detect possible breaches of compliance more efficiently.

Learn more about Verint Financial Compliance

VERINT®