aiphoria Focus

Aiphoria Focus is an AI-driven Voice Intelligence platform designed for telcos and enterprises. It captures, transcribes, and analyses voice across calls, meetings, and messages, turning every conversation into actionable insights. The platform supports SIP, SIPREC, Microsoft Teams compliance recording, Cisco BroadWorks, and more, ensuring secure and compliant data capture.

Key Features:

- High-Quality Transcription: Economic, scalable, and accurate transcription of large volumes of audio into text, regardless of the language.
- AI-Based Summaries and Insights: Extracts structured insights from conversations, identifying patterns, behaviours, and risks. This includes sentiment shifts, risk signals, and key moments.
- Compliance Tools: Provides compliance tagging, alerts, legal hold, and audit trails to meet regulatory requirements (FCA, PCI DSS, MiFID II, ISO27001, SOC2, CyberEssentials+).
- Operational Efficiency: Enhances operational efficiency through AI-based summaries, reporting, and process automation.
- Real-Time Coaching and Feedback: Improves customer experience with real-time coaching and feedback loops.
- Secure and Compliant Storage: Ensures data privacy and regulatory compliance with secure, cloud-based storage.

Why Choose Aiphoria Focus?

- Quick Deployment: Easily integrates with existing infrastructure and technology.
- User-Friendly Interface: Offers an intuitive user interface and API for handling complex and unstructured data.
- Scalable Solution: Grows alongside your business with flexible pricing, ensuring you only pay for what you use.
- Enterprise-Grade Resilience: Built on Microsoft Azure, providing effortless scalability and robust performance.
- Ethical AI: Certified for ethical governance with ISO 42001, ISO 27001, ISO 22301, BS10008, CSA STAR, Cyber Essentials, and PCI DSS 4.0.

Aiphoria Focus empowers businesses to unlock the value of voice, transforming raw conversations into clear, actionable data. This enables enterprises to search, analyze, and act on every conversation with confidence, driving better decision-making and enhancing overall performance.

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Word to the wise