iridevoice

People still call!

Today, organizations strive to turn all possible data into actionable insights. Analyzing structured data alone is no longer enough.

Phone calls generate a mix of **structured and unstructured data** that can be used to **unlock tremendous new insights**.

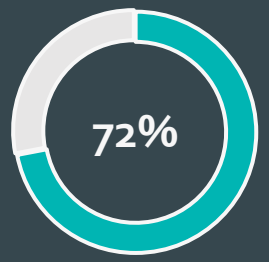
In 2022, **72% of all customer service interactions are happening over the phone – channel that customers prefer for handling problems**

increase in difficult calls

increase in hold time

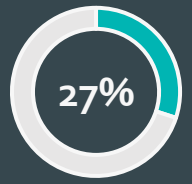
increase in escalation

Source: Harvard Business Review



Contacted Customer Service by Calling on the Phone

OTHER METHODS CUSTOMERS TRIED TO CONTACT CUSTOMER SERVICE



Email

Online contact form

Interactive (online) chat

Other digital channels: Messenger, Twitter, WhatsApp, ecc

* Multiple responses allowed

Source: CFI Group, *Contact Center Satisfaction Index, 2022*

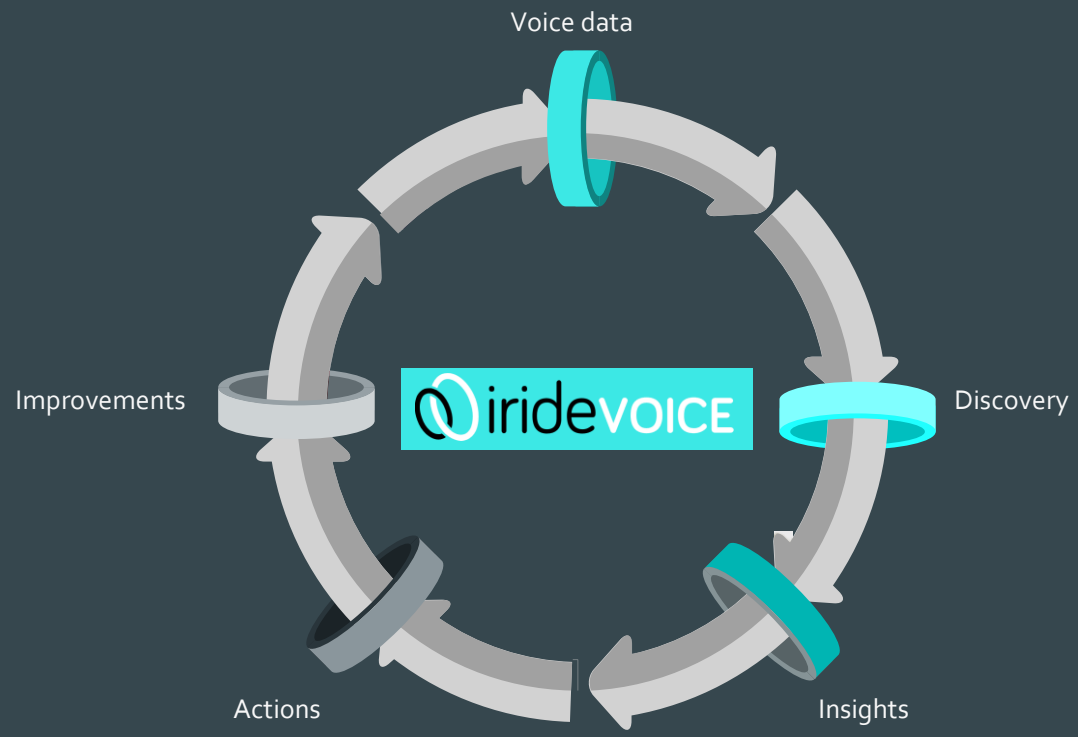
What is iridevoice

Iride® Voice is a **tool designed to boost the value of voice data in a contact centers** across all the customer interaction-intensive industries.

Iride® Voice **helps contact centers to view its function less as a cost driver and more as an opportunity** to provide strategic experience-oriented customer service while optimizing the day-by-day operations.

Iride® Voice is a **speech analytics platform** that allows to keep an ear to the ground for new and upcoming trends to get an edge over competition.

> Iride® Voice enables continuous improvement of contact center operations by **shifting** from sampling model **to data driven model**.



ALMAWAVE

iridevoice addresses contact center challenges

Contact Center challenges	iridevoice	Results
Agents must be trained better for handling difficulties	• Quality assurance and measurements on enlarged samples or 100% of calls. • Mapping of training needs	Improved quality
There is no excuse for lack of compliance	• Script and regulations adherence • Anonymization	Compliance by design
Operational efficiency	• Call reason identification • Automation opportunity detection • Hidden inefficiency discovery	Improved efficiency Improved self-service operations
Customers satisfaction	• Risk and critical calls detection • Sentiment analysis • Dissatisfaction drivers identification	Customer satisfaction Better interactions Reduced churn rates
Legitimisation of voice data collection efforts	• Increased data coverage • Customer needs & pains identification • Market & competition insights • Brand reputation analysis • Cross/Up-sell opportunities	Opportunities for brand, product and service improvement and positioning Faster time-to-insight Better decision making

Human interaction matters now! 82% of US and 74% of non-US consumers want more of it in the future. PwC 2022

iridevoice most distinctive capabilities

Capabilities

- Accurate speech transcription with fast modelling for specific needs powered by noise adaptation and audio quality adaptation.
- Natural Language Understanding powered by Composite AI to guarantee faster time-to-result.
- Dozens of dashboards and reporting options to monitor Service Performance, Content Analysis, Team Efficiency, Customers and Agent Performance.
- Script adherence and script tracking.
- Data enrichment: tagging places, people, products, competitors, etc.
- Anonimyzation and morphing.
- Deep content classification based for emerging topics, concepts, phrases and keywords.
- Complex events and scenarios mapping (upsell opportunity, competitor mention, sales process, ecc).
- Sentiment and emotion analysis.
- On-demand search and correlation discovery.
- Root-cause analysis.

iridevoice

Opportunities

- Insights for operational efficiency
- Extension and automation of service quality measurement
- Automation of compliance procedure
- Agents' training needs and improvements
- Non solicited market trends
- Competition insights
- Customers needs and pains
- Brand reputation
- Upsell/Cross-sell opportunity

iride VOICE is for YOUR business

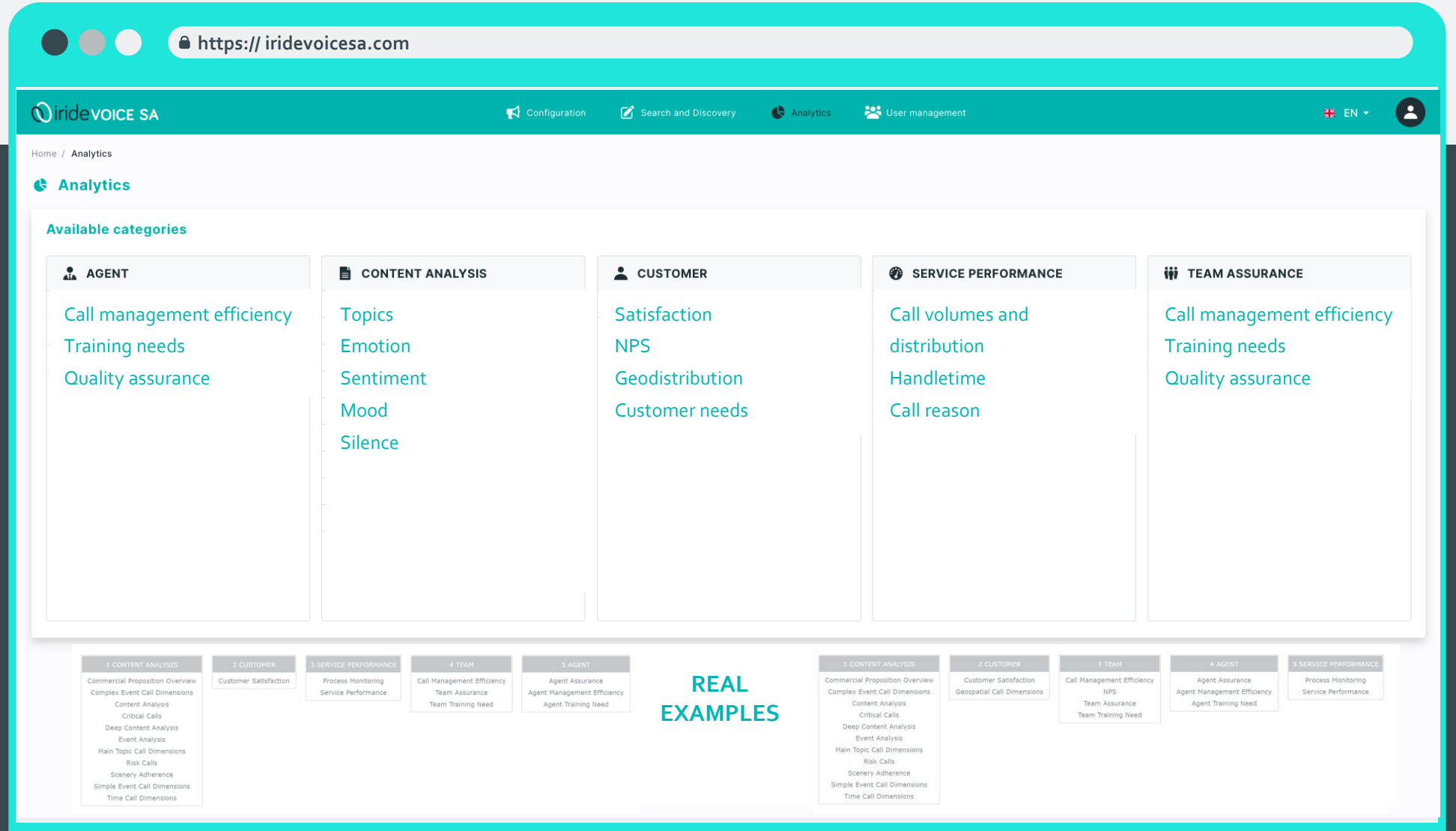
Iride® Voice provides variety of capabilities and multiple configuration options. As every business is different, it is never the same thing. **It is trained and customized for specific business needs**

CONVERSATION	RECORDING	STORAGE	TRANSCRIPTION & TAGGING	UNDERSTANDING & MINING	REASONING	REPORTING	ACTION
Caller CC Agent	REC	Call recordings & metadata	**Speech transcription & audio post-processing:** Silence; Speed; Annonymisation; Morphing Noise adjustment; ecc...	**Text data processing:** indexing, extraction, enrichment, anonymisation, classification, sentiment, NER, ecc	**Complex events and scenarios recognition**	**Live analysis Advanced search & discovery**	◉ Performace improvement ◉ Customer satisfactions ◉ Quality under control
CONFIGURATIONS			Speech modelling for specific domain (telco, media, ecc) Speech recognition fine tuning	language modelling with training, knowledge bases & Composite AI	Domain and task specific knowledge	Dashboards and alerts selection	

iride VOICE

iridevoice is for YOUR business

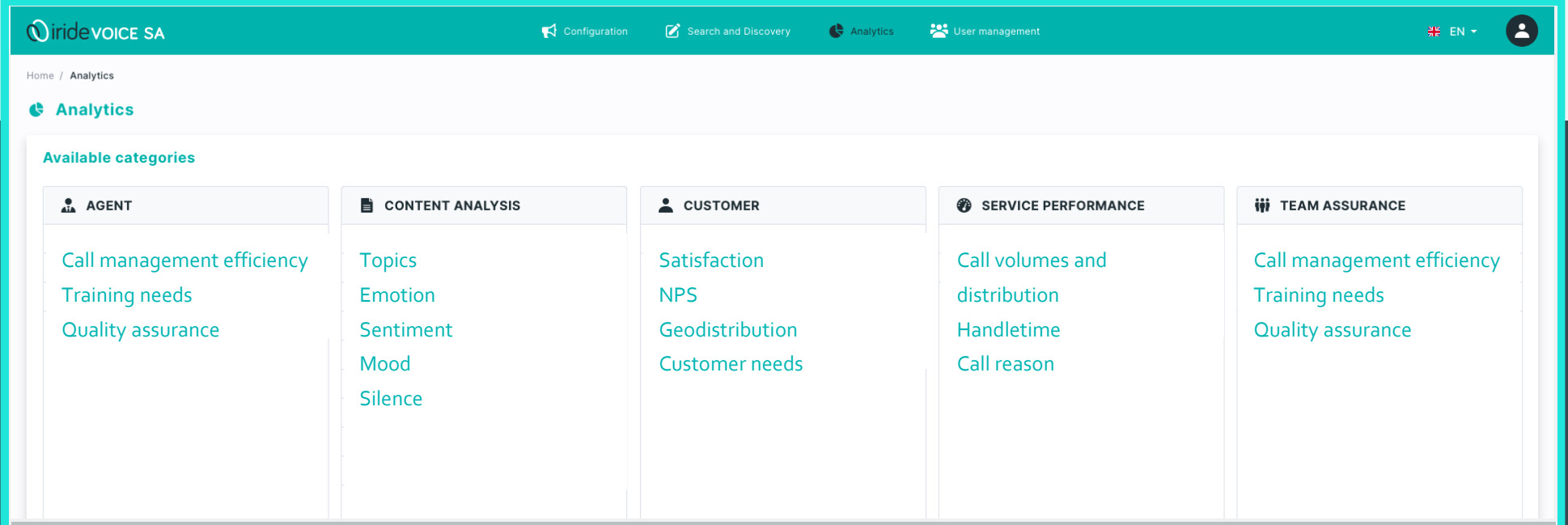
Iride® Voice reporting have standard sections with **choose-what-you-need contents**



iridevoice is for YOUR business

Iride® Voice reporting have standard sections with **choose-what-you-need contents**

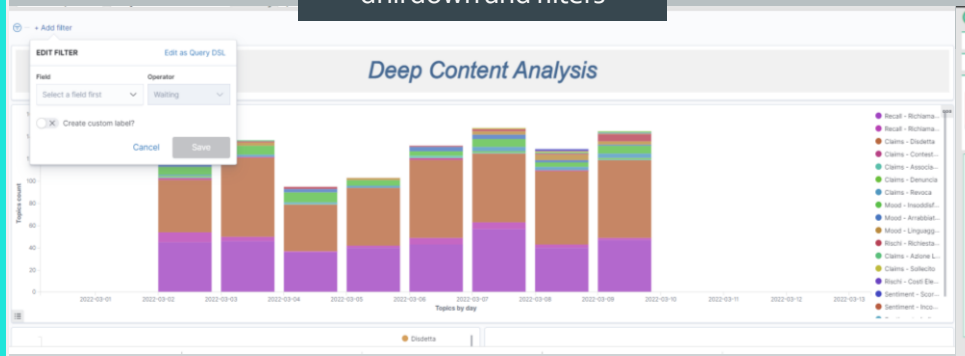
https:// iridevoicesa.com



drill down and filters

REAL EXAMPLES

conversation tracking



iridevoice is for YOUR business

Iride® Voice reporting have standard sections with **choose-what-you-need contents**

https:// iridevoicesa.com

iridevoice SA | Configuration | Search and Discovery | Analytics | User management | EN

Home / Analytics

Analytics

Available categories

AGENT
- Call management efficiency
- Training needs
- Quality assurance

CONTENT ANALYSIS
- Topics
- Emotion
- Sentiment
- Mood
- Silence

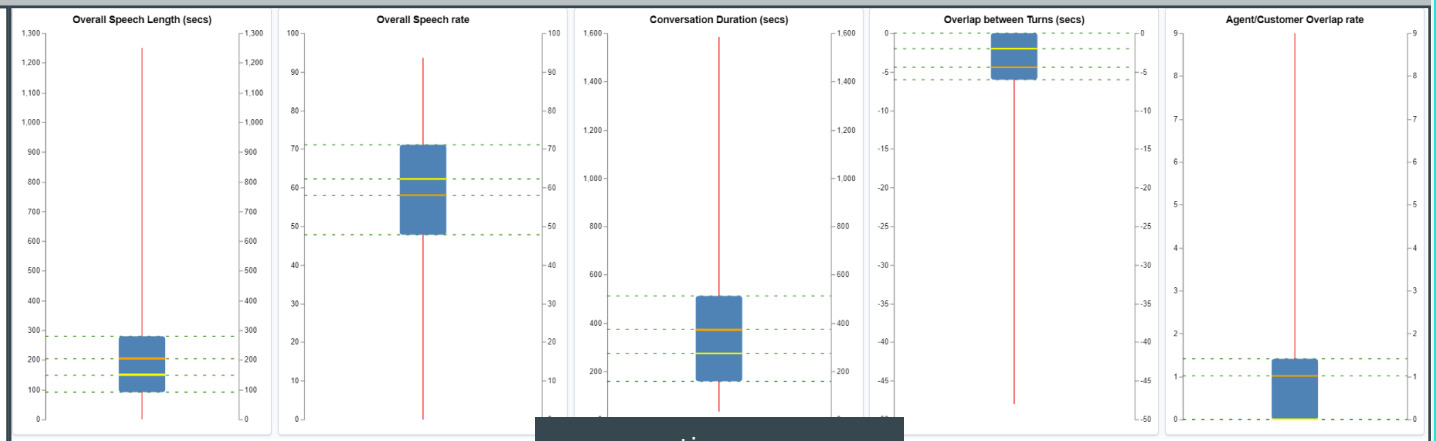
CUSTOMER
- Satisfaction
- NPS
- Geodistribution
- Customer needs

SERVICE PERFORMANCE
- Call volumes and distribution
- Handletime
- Call reason

TEAM ASSURANCE
- Call management efficiency
- Training needs
- Quality assurance

REAL EXAMPLES

content discovery



conversations measures

ALMAWAVE

iridevoice exploits the full potential of the most underused source of information

Speech is the most complex representation of human knowledge.
It contains not only words but also speed, silence, and many other cues to indicate emotions, inclinations, hesitations, etc.
Speech data holds knowledge that is simply not available from any other source.
Due to its inherent complexity it is often not used or underused.

Speech data is different than original text, and it is the field of expertise of Iride® Voice based on 10+ years of industrial and academic research bot in speech recognition and understanding.

Selected scientific papers

Low-Latency Speech Separation Guided Diarization for Telephone Conversations, IEEE SLT, 2022.

Interpretable Dysarthric Speaker Adaptation based on Optimal-Transport, Proc. of Interspeech, 2022.

Conversational Speech Separation: an Evaluation Study for Streaming Applications – AES Europe 2022.

EasyCall corpus: a dysarthric speech dataset, Proc. of Interspeech, 2021.

Supervised online diarization with sample mean loss for multi-domain data, Proc. of IEEE ICASSP, 2020.

Almawave-SLU: A new dataset for SLU in Italian, 2019

Transfer Learning for Industrial Applications of Named Entity Recognition, 2019

Neural Sentiment Analysis for a Real-World Application, 2017

A Multithreaded Implementation of Viterbi Decoding on Recursive Transition Networks, Proc. of Interspeech, 2011

iride VOICE in an interconnected ecosystem for multichannel operations

iride VOICE in an interconnected ecosystem for multichannel operations

iride TEXT

Text processing enabling uni
analysis across voice ar

iride WAVE

Conversational AI platform e
agents, IVR and

iri

Intelligence and Insights platform on sentiment and opinions of customers and citizens from variety of digital channels

MICROSERVICES PLATFORM

Did you know?

Iride® Voice today is fully customizable SaaS solution and will become a part of AIWave.

AIWave **features:**

- AI Bricks, a DIY solution to create your AI and NLP ecosystems
- AI Easy, low-code or no-code pre-assambled solutions

iride VOICE RT

iride RECORDER

CHANNEL HUB

customer interaction
solution using un/structured
from multiple source

iride CALL

service platform guaranteeing
rformance. Integration of different
onversational IVR, outbound
NL surveys)

eKM

Knowledge management engine enabling **concept-base content navigation** through NLP, information extraction and retrieval and domain knowledge graph analysis

ALMAWAVE

iride VOICE (r-)evolution

MODULAR PLATFORM ERA

2010

2013

2020

2022

AI SERVICES & AI APPS ERA

LANGUAGE TECHNOLOGIES

BASED SERVICES, TECH ACQUISITION AND DEVELOPMENT

iride®

THE FUTURE HABITAT OF IRIDE PRODUCTS

- iride TEXT ANALYTICS
- iride VOICE / iride VOICE RT
- iride CALL / iride KM
- iride VERBAL ORDER
- iride WAVE BOT / iride BKO
- iride CHANNEL HUB / iride CM
- iride AWARE / iride TRAINER

SPEECH TECHNOLOGIES

- Audioma®
- FlyScribe®
- Verbamatic®

Hybrid NLP and Composite AI

NEXT

CLOUD NATIVE ARCHITECTURE RE-ENGINEERING

Iride platform re-engineered in micro-services: the AI Bricks to ease the process of building modular, scalable and customisable solutions

AIOW

PaaS - AI Bricks: technologies, tools, models for building customised solutions

SaaS - AI Easy: AI-infused apps

iridevoice is not only a software

DESIGN

- Business needs identication
- Business goals and KPIs definition
- Business and IT constraints and opportunities analysis
- Data availability for training check: formats, volumes, etc
- Other data availability

CUSTOM-FITTING

- Speech recognition modelling
- Language understanding modeling (classification, clustering, sentiment, etc)
- Data flows management
- Business processes and logics integration
- Dashboards and reporting set-up

RUNNING

- Business users training
- System operations training
- Analytics and business support: product and domain matter expert to articulate business opportunities and quantify ROI
- KPIs, emerging trends and issues monitoring
- System maintenance

CONTINOUS IMPROVEMENT

- Speech and language models incremental fine tuning
- Actions and impact measurement

EVOLUTION

- New use cases and further customisations

Thank you!