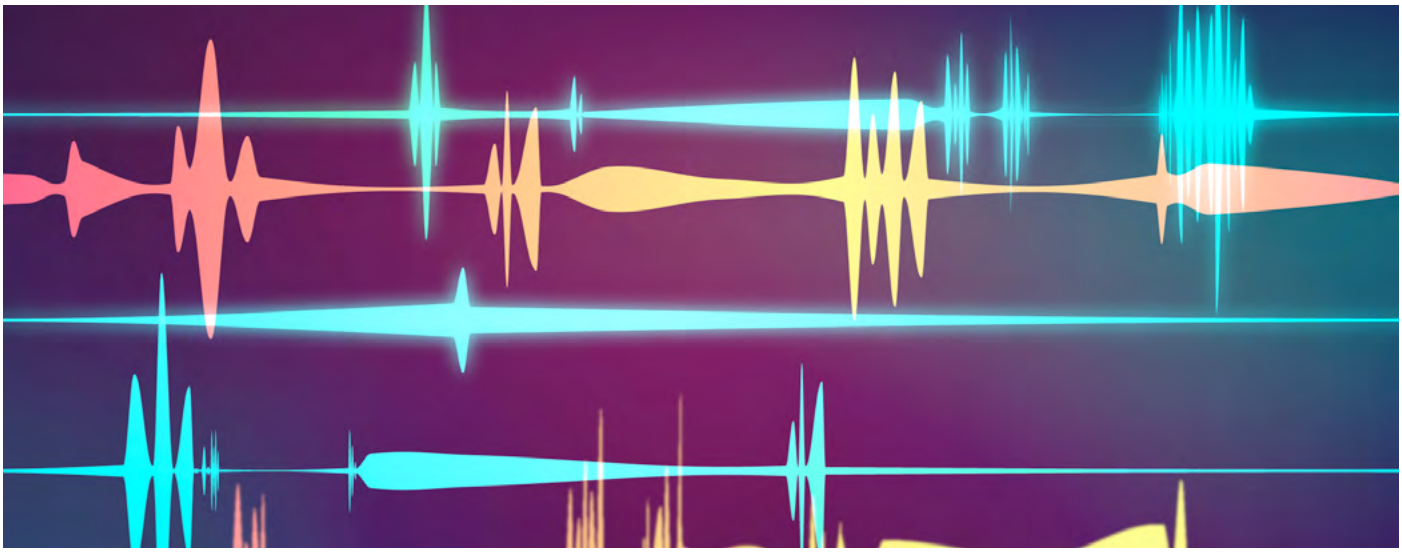
VOICE ANALYTICS TECHNOLOGY FOR SPEECH TO TEXT TRANSCRIPTION AND IDENTIFICATION OF VOICE PATTERNS



CONTEXT

Voice analytics is a field with an amazing potential since voice analysis can not only understand, and translate the spoken words into text, but analyse for things like stress levels, lies, and more. For this reason, companies are using the science of voice analytics to gain insight into customer interactions, identification and even lie detection.

In this regard, this technology provides the voice audio data, transcribes voice audio data into text data (speech to text) and it can identify pieces of information according to a pattern. Thanks to this technology, it is possible to generate automatically an annotation containing the piece of information identified.

APPLICATIONS

Mainly, the scope of this technology is the telecommunications sector, where it can be implemented in areas such as:

- Corporate software
- Contact center software
- Operators and messenger services
- TV or radio data storage systems
- Qualitative Market Research
- Robots
- Meeting support

TECHNOLOGY SUMMARY

Method for collecting, organizing and storing meaningful annotations associated to a voice audio data. This technology increases precision of annotations, improving their quality and reducing loss of information. It is automatic, without interrupting the natural flow of the conversation, permitting that the user can recall a conversation and manage annotations relevance.

BENEFITS

Surface protection: This technology protects metal surfaces from some.

Improved quality of voice analysis: Better quality of annotations

Increased reliability: Less loss of information pieces

Easy operability: It is possible to generate automatically an annotation containing the piece of information identified.

Better performance: It also allows to assign a level of relevance (automatically or manually) and store the annotation associated to the level of relevance.

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IP STATUS

This technology (method and systems) is currently protected by a family of patents.

Granted patents for Spain (priority date May 2011), US (priority date Dec 2012) and Europe (priority date Feb 2013).

Patents application for Europe, Brazil, Argentina, US and International (Patent Cooperation Treaty).

TECHNOLOGY READINESS LEVEL & TIME TO MARKET

TRL: 7. The technology has been implemented and a pilot has been run that demonstrated its technical viability.

TTM: This technology will be ready to be applied in any of the applications mentioned in 1 years.

ORGANIZATION PROFILE

This technology has been developed by a Spanish big private company in the field of telecommunications, with about 8.000M€ annual turnover.

BUSINESS OPPORTUNITY

Technology transfer by licensing.

KEYWORDS

VOICE ANALYTICS

VOICE AUDIO DATA

AUTOMATIC ANOTATIONS

PATTERN-SEARCH ALGORITHM

SPEECH TO TEXT TRANSCRIPTION

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