

CONTINUITY AUTOMATED

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Many organizations within industries that record calls leverage third party platforms to provide unique insights such as customer satisfaction, agent effectiveness, and other performance metrics. Speech recognition, analytics, and business intelligence software engines can ingest recorded voice files (like .wav or MP3 files) and then generate reports and analyses which can guide business and marketing decisions and allow for improved quality monitoring.

From speech analytics to business intelligence to reporting and surveillance applications, these offerings vary widely and have evolved substantially over the past few years as big data and artificial intelligence applications have improved in their sophistication and accuracy. For example, earlier packages in the speech analytics realm simply performed a speech-to-text conversion to enable keyword search. More recently, analytics packages can examine the audio directly for voice inflection and tone, customer happiness/anger, foreign languages, and speaker identification. The field is incredibly competitive, and many players concentrate the market.

Most of the leading call recording vendors sell their own speech analytics, business intelligence, and surveillance engines, including industry-leading players like NICE, Verint, Calabrio, and Genesys. But - what if you are unsatisfied with their accuracy or reporting? What if you feel their capabilities aren't up to the standard or quality you're looking for? The functionality of the system you use is limited based on the vendor's design, meaning you are unable to plug any third-party engine into your recorder. Many of these capture platforms do not have an export mechanism, or if they do, the mechanism is either inefficient or requires an expensive license.

Wilmac has developed a unique ability to export audio directly from the archives of virtually all major recording platforms. The extracted audio is then prepared for ingestion into any third-party engine of your choice.

Wilmac Continuity Automated can process audio from most on-premises (hard dish, network file share, NAS, EMC, Hitachi, etc.) and Cloud audio archives (S3, Azure, Google Cloud, etc.), reformat and transcode as necessary, and then forward to the third-party application of your choice. We can do it automatically on a regular basis (hourly, daily, or weekly), both on-premises or in the cloud.

With Continuity Automated, suddenly you can be in full control of your own voice data and utilize it as you wish.

