

VoiceScript ProFIX: Multi-Person, Multi-Language, Automated Transcription



Multi-Person Voice Transcription – industry offerings are twofold:
1. Costly, potentially unsecure, manual transcription processes,
2. Statistical keyword samplings.
VST transcribes all words automatically, securely & cost effectively



Challenges

Reduce Costs: manual transcription is not scalable nor timely

Improve Revenues: automatic digital voice data transcription allows for increased revenue

Compliance, Risk & Brand: obtain alerts of any undesirable words during conversations

IBISWorld – July 2016 indicates revenues for the document preparation industry are \$5B annually, mostly manual services.

Outsourced Manual Transcription: ~75% of all manual transcription is outsourced

Ideal Solution

Better: hyper-accurate using all the words/utterances in conversations

Faster: real-time / near real time

Cheaper: massive scalable software allowing industry leading pricing

Cloud: Hosted cloud services allow speed and scale manual process do not

Repeatability: Automatic transcription offers repeatable and sustainable business processes

Desired Outcomes

100% Digitized Voice Transcriptions with Embedded Recordings and Video

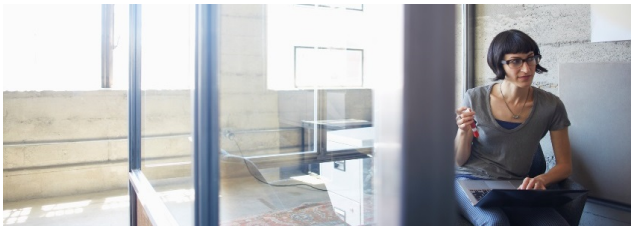
Web-like Searchable Voice Conversation Database

Hosted/ Scalable Azure Environment

Complete analytical interactive Dashboards

Patented Solution: VST has the only global patented solution regarding multi-person automated voice transcription

Voice Data: Voice data still represents between ~75% and ~93% of all customer contact data in many organizations



ProFIX: Multi-Person, Multi-Language Automated Transcription



VST Multi-Person Voice Transcription – Better, Faster, Cheaper and Industry Leader

Hyper-Accurate

Hyper-Accurate: uses human harmonics and acoustic envelope. ProfileLess – no voice training required.

- 98% accurate
- Quality input yields quality output

Real-Time

Real time turnaround: alerts to anywhere, anytime

- Awareness and transparency of all recorded conversations
- Embedded audio and video transcripts available
- Near real-time and real-time capabilities

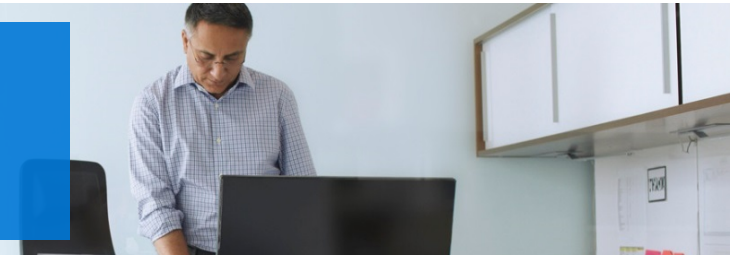
Scalability

Scale: Microsoft Azure

- Hosted on MS Azure providing infinite scale
- Secure system (End-to-End) aligning to industry standards and standards.

Voice data has been the most under-utilized asset in a firm's portfolio, until now. VoiceScript turns an operational expense (manual transcription) into a Digital Asset; thereby increasing revenues, reducing expenses, adhering to Compliancy challenges and reducing risk.

ProFIX: Multi-Person, Multi-Language Automated Transcription + Microsoft Azure



The challenge: to easily and economically reduce manual transcription costs while reducing errors and providing long-term value and access to the data generated. The value of Microsoft Azure combined with VST ProFIX provides unparalleled Enterprise Security, Scalability, Robust Response and Low-Cost Massive Deployment.

Product Alignment

Dramatically Reduce Manual Transcription and Preparation Costs.

Automate, with high accuracy, the expensive and highly-manual process of transcribing multi-person meetings. Microsoft .NET and Azure services accomplishes this quickly and inexpensively.

Convert dense 'Audio' data into malleable and insightful information

Scan through thousands of conversations and extract related themes, customer intelligence, product/service sentiment and create your own analytical feedback loop to improve sales and lower customer churn. Microsoft analytics provide actionable intelligence.

Improve Compliance, Reduce Risk and Increase Revenue

Take a necessary expense (Transcription) for Compliance and enable your organisation to learn, grow, react and plan based on the insights contained within the personal exchange between your agents and customers. Transform an operational expense into a corporate asset.



Customer Success Story



UK Visas & Immigration

“VoiceScript Technologies (VST) has created a secure, fully automated solution enabling multi-person interviews to be digitally captured, stored, analysed and transcribed into a trusted verbatim record. “Perfect.” ”

Win Results

More interviews, completed more quickly with less cost and with demonstrable transparency.

Savings of 60% from interview to Court-Ready evidence documents – produced automatically with the VST ProFIX solution.

Interview content and VST’s comprehensive analytic engine enables the Home Office with unprecedented search, index, fraud detection and decision support capabilities.