AI Speech Recognition (speech to text)

» **For Conversational IVR, voice-enabled Chatbots, contact center calls transcription (for analytics or data extraction) and other transcription requirements of an Enterprise**

» **Near-perfect recognition.** Word Error Rate as low as the error rate of human transcriptionists.

Whether deployed for IVR or a Chatbot, Voiceweb speech models will deliver as low as **5%** Word Error Rate for the English language, and **6%** WER for most of the other supported languages, even for narrowband audios with noise (IVR and Contact Center audios).

» Easy to customize using contact center calls to cover terminology or product names and maximize the accuracy (Word Error Rate)

» For Cloud or on-premise deployment

Achieving highest self-service rate and customer satisfaction by correctly understanding the users' request the first time, without error or retries.
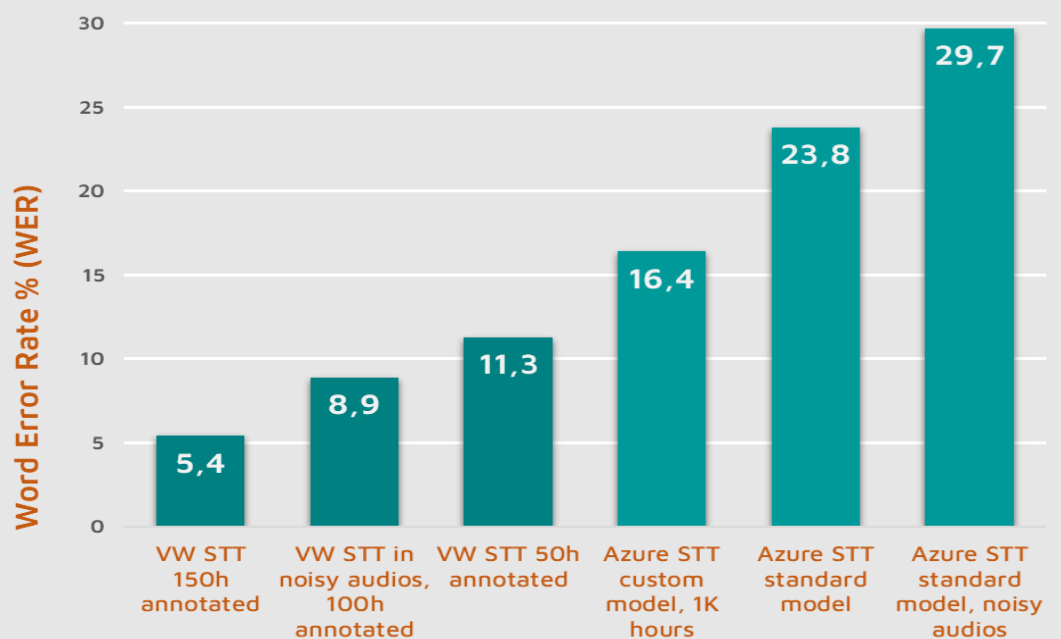
By maximizing the self-service rate, an Enterprise will improve multiple Contact Center metrics (AHT, hold time for callers, SLA etc.) and greatly decrease the Contact Center's operating costs.

Integrations

» MRCP connector for direct integration with existing IVR platforms (e.g. Avaya, Genesys„ Cisco and others) and direct replacement of pre-existing ASR engines such as the on-premise Nuance Recognizer

» gRPC or Websockets for integration to cloud Contact Centers and other systems (e.g. chatbots)

Comparison of Voiceweb STT v/s Azure STT for narrowband IVR audios

Word Error Rate % (WER)

Category	WER
VW STT 150h annotated	5,4
VW STT in noisy audios, 100h annotated	8,9
VW STT 50h annotated	11,3
Azure STT custom model, 1K hours	16,4
Azure STT standard model	23,8
Azure STT standard model, noisy audios	29,7

voiceweb

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As its name suggests, Voiceweb is solely focused on Contact Center technologies and has been one of the earlier pioneers of Speech & Natural Language Understanding for Customer Service since 2001 when these technologies were just emerging from R&D labs to commercially viable products & applications. Voiceweb products for customer self-service are fully based on AI technologies while the company also offers products for contact center agents: CCaaS, Live Chat and Agent Assist.

Enterprises in 20 countries have trusted Voiceweb to assist them in applying a customer-centric communication approach, meeting all their objectives and improving Customer Satisfaction. Utilizing ENELAI platform and support from our expert consultants -or local partners- our clients consistently achieve remarkable KPIs such as +65% NPS score and 95% self-service.