

DS Dash: Voice Analytics

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AI driven transcription software that works

DS-Compliance, leading developer of award winning, applications for compliance has launched a new AI based voice analytics service that overcomes many of the drawbacks that affect existing software.

Forming part of the DS Dash suite and dashboard, the new voice analytics service works across numerous languages with the capability to distinguish keywords and phrases as well as cutting through issues such as background noise and poor sound quality that can often present challenges where accuracy is essential.

DS-Compliance is currently focused on the need for voice analytics for compliance discovery work, including time sensitive GDPR reporting. Key features are as follows:

Allows for a quick build Key Word dictionary

Implementation is accelerated through the compilation of a dictionary of key words and phrases that are being sought, to in effect, speed up the AI based learning process which remains ongoing.

Fast implementation with multi-format capability

Options range from cloud or in-house server hosting and the software accepts most formats of sound files.

Distinguishes between multi-speaker audio recordings

Speaker tone and pronunciation is carefully monitored to separate speakers' dialogues to avoid blocks of transcription that might otherwise require post transcription editing.

Colour coded transcription by speaker

Transcription output is quickly analysed and cross referenced to the original audio files, minimising downtime and maximising productivity. Keywords and phrases are also highlighted.

High processing rate

Time availability is critical; audio files are turned around in a few moments depending on volumes.

Cloud based API links

Integrate with existing or new workflows and software, DS Dash: Voice Transcription Service meets all requirements via the cloud or through server based set up.

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DS Dash: Voice Analytics Case Studies

Case 1

Global tech and retail giant with a significant contact centre base trials DS Dash to transcribe voice conversations and search out GDPR elements for legal and DPO review.

Early results show an **85%** reduction in manual paralegal costs for sifting through every recorded conversation.

Case 2

Top 15 international accountancy network where DS-Compliance acts as the DPO for their clients, using Dash as the platform of choice.

Significant financial risk containment and reinforcement of the global firm's positioning as an alternative to the 'big 4'.

What is the difference between DS Dash: Voice Analytics and the rest?

| Features | DS Dash: Voice Analytics | Other Voice Analytics Services |
|--|--------------------------|--------------------------------|
| Immediate Voice Transcription | ✓ | ✓ |
| Works with most languages | ✓ | ✓ |
| Uses AI to highlight relevant words and phrases | ✓ | ✗ |
| Allows users to set their own search criteria | ✓ | ✗ |
| Uses AI to 'learn' new context for searches | ✓ | ✗ |
| Feeds the summarised information to the DS Dash platform for one stop management of material | ✓ | ✗ |
| Saves time and overheads by locating relevant material with speed and accuracy | ✓ | ✗ |

To find out more, please contact DS-Compliance

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