Equature

Speech Analytics

Equature Speech Analytics

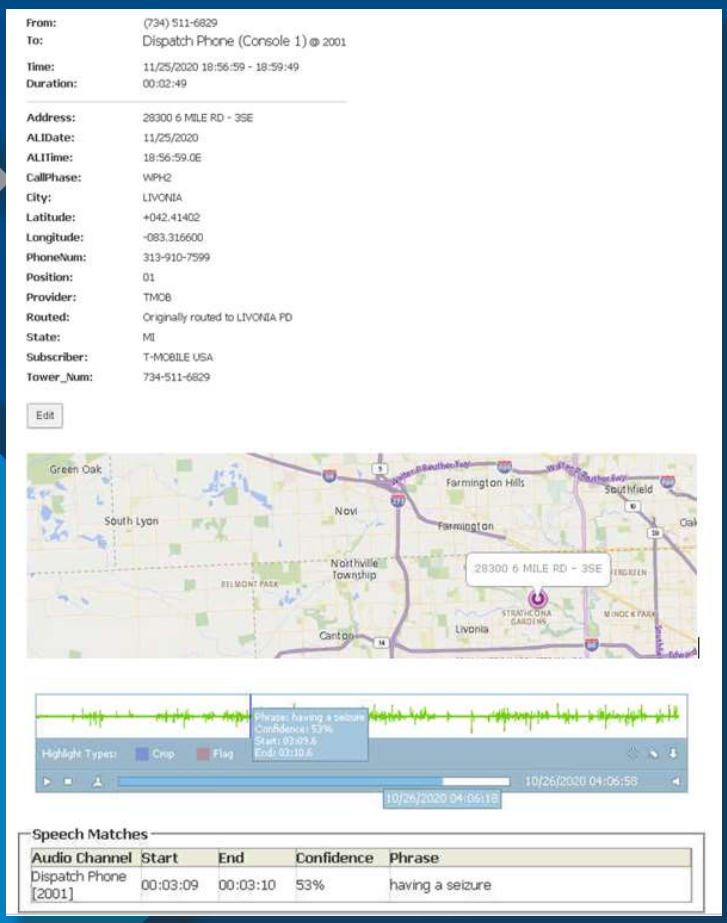
makes finding important call records based on the content of the call a reality. Speech analytics provides agencies with 100% content search of all spoken words and phrases.

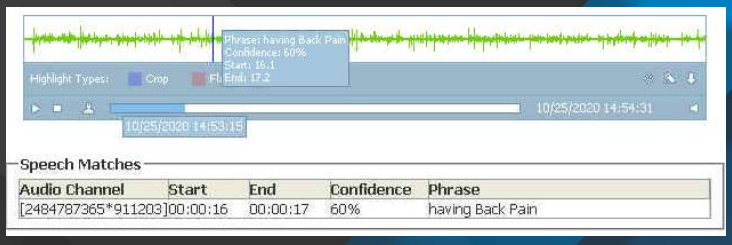
The Power of Speech

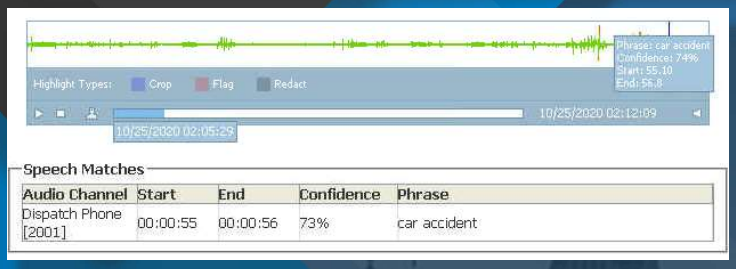
Equature Speech Analytics is fully integrated into the Equature Suite. The methodology used by Equature allows for the highest quality results when searching for content. Equature processes full high quality audio before it is compressed, which allows the accuracy to be at least 10 times higher than indexing GSM compressed audio.

Phonetic Speech Recognition

Efficiency and accuracy are key. Providing a phonetic speech engine allows for the most efficient speech recognition available. Phonetic speech does not require a full closet of computers running all night in order to process results. With phonetic speech, audio is indexed at 80 times real-time causing efficiency and accuracy to increase. Phonetic speech also allows for the search of slang, code words, proper names, and any other possible phrases.







100% Content Search

Without speech recognition, call repositories are only 3% searchable. Users can search the metadata of the call like the phone number, duration, time/date, and position. With Equature Speech Analytics, 100% of the content of the calls are searchable. This creates a wealth of knowledge for operational improvement. Searching for phrases such as “having back pain”, “car accident”, or “difficulty breathing” becomes possible.

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Contact Us

Phone: 888-305-3428

Fax: 248-569-6567

Email: info@equature.com