



SmartListen

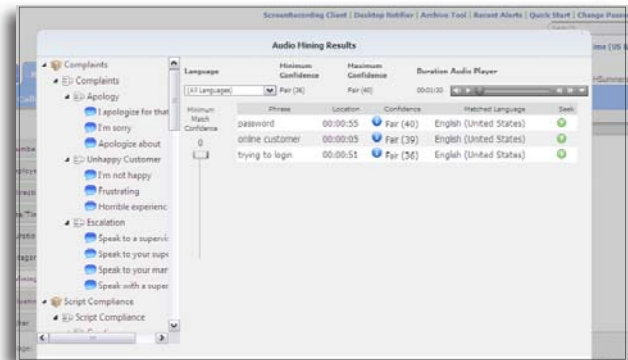
The Days of Listening to Every Call are Over



SmartListen is a fully integrated solution for real time, phonetic-based mapping and categorization of calls based on pre-established criteria. SmartListen allows for isolating, categorizing, alerting, reporting, and action on spoken word criteria.

SmartListen is NOT Word Spotting.
SmartListen is NOT Speech to Text.

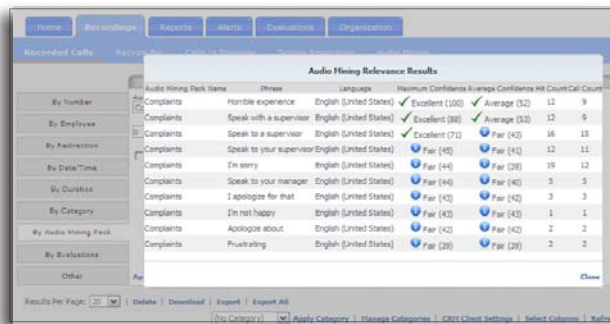
SmartListen's audio mining allows organizations to utilize speech analytics to index recordings phonetically for easy retrieval and reporting. The SmartListen module in SmartRecord takes advantage of the Aurix toolset assuring the user of the accuracy of their findings.



SmartListen allows users to quickly and easily find those important calls for:

- Regulatory Compliance
- Risk Management
- Liability Protection
- Dispute Management

It provides quality evaluators with easier access to the calls most relevant for evaluation including those calls from customers that might not be happy with service, might be at risk for litigation or who may be consistently given inaccurate or noncompliant information.



The Audio Mining Dashboard provides valuable information that can be discovered from the audio mining:

- Trending information by mining pack
- Top 10 statistics
- First call resolution
- Agent trends by pack
- Pack Correlation

Other solutions find the 90% of calls evaluated which meet requirements... SmartListen finds the 2% of calls that don't.