

VERINT.

Verint Exact Transcription Bot

Delivering High Accuracy
at the Lowest Cost



Make Informed Decisions

Contact center phone conversations are a goldmine of information—an average conversation consists of more than a thousand spoken words! By successfully transcribing and analyzing these words, organizations can make informed decisions to:



Improve customer experience



Lower costs



Boost sales



Increase compliance



But this treasure trove of information will remain locked away unless you can accurately understand the words being said and what they mean.

Historically, noisy, jargon-filled contact center conversations were difficult to accurately transcribe. With the Verint® Exact Transcription Bot™, that's no longer the case. It can help you achieve market-leading accuracy, powered by a self-training AI that continuously learns from your organization's data

Ninety Percent Accuracy Drives AI Outcomes, Now

Just how accurate is the Verint Exact Transcription Bot? Our customers have reported greater than **90%** transcription accuracy and greater than **95%** categorization accuracy. This is well above the industry average, with some other vendors producing over **30%** word error rates!

According to our research, Verint leads the pack in transcription accuracy — but that doesn't mean we come at the highest cost. In fact, the Verint Exact Transcription Bot is actually the lowest cost solution of the leading vendors in the space. We believe accurate transcriptions are the first step in the success of your CX automation projects and want them to be readily available to our customers.

It's not hard to see how a more accurate transcription leads to greater insights. And greater insights help you drive tangible outcomes: lower costs, increased sales, better CX, and more.

Greater than **90%**
transcription accuracy

Greater than **95%**
categorization accuracy

Why Transcription Accuracy Is So Important

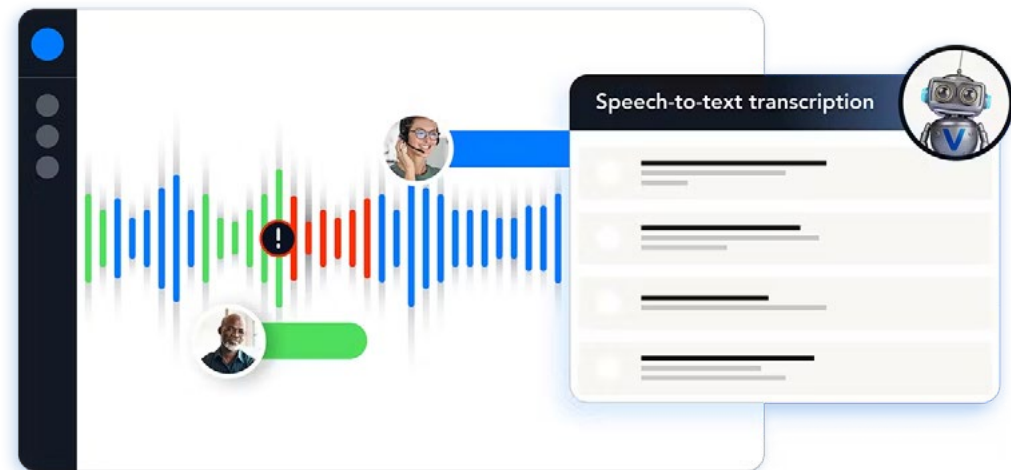
Think about the insights you could gain with market-leading transcription accuracy. You could instantly understand what your customers need, what's frustrating them, and what your agents are doing to help.

Accurate speech-to-text transcriptions are critical for:

- ✓ Accurate **speech analytics, sentiment, and insights**
- ✓ Accurate automation of **quality scores**
- ✓ Accurate **real-time coaching**
- ✓ Accurate **call summaries**
- ✓ Accurate **PII redaction**

You can also leverage exact transcriptions with your data science teams or other third-party GenAI solutions.

The Verint Exact Transcription Bot natively powers many of the applications on Verint Open Platform, providing accurate transcriptions to increase the impact of these products.





The Verint Exact Transcription Bot is Constantly Learning

What makes the Verint Exact Transcription Bot truly unique is its ability to continuously learn and improve. The bot starts from the foundation of Verint's decades of data and expertise from contact centers around the world. Verint has the most experience transcribing contact center conversations and understands the complexities this environment brings.

From there the bot trains in the "bot gym," otherwise known as the *The Data Hub*, and stores all of your organization's unique and specific data—so the bot can use AI to build a model just for you—it will never be shared with other customers. And the learning doesn't stop there; your organization's customized model keeps learning and getting "stronger" as new data is added.

Easy to Deploy, Easy to Share— Always Protected

The Verint Exact Transcription Bot can be deployed in the cloud in just 30 days without requiring any migration of existing on-premises deployments. For those organizations that either prefer or need to keep their data on-premises—no problem! Your recordings can remain in your environment. Transcription is securely performed in the cloud. Data is processed and can be sent back to your on-premises solution. Data is not retained in the Verint Cloud.

Regardless of your deployment, you have ready access to your transcriptions for any of your other GenAI needs. And you can rest assured that your data is secure and never shared with third parties or other customers.



Deploy in the
cloud in just
30 days

Verint Exact Transcription Bot Is Unique

Verint Exact Transcription Bot delivers several differentiated features and benefits:



Provides 90%+ transcription accuracy at the lowest cost, now!



Trains on your specific data, continuously learns, and improves over time.



Keeps data secure; data is not shared with third-party vendors or other customers.



Delivers easy access to transcriptions for your other GenAI use cases.



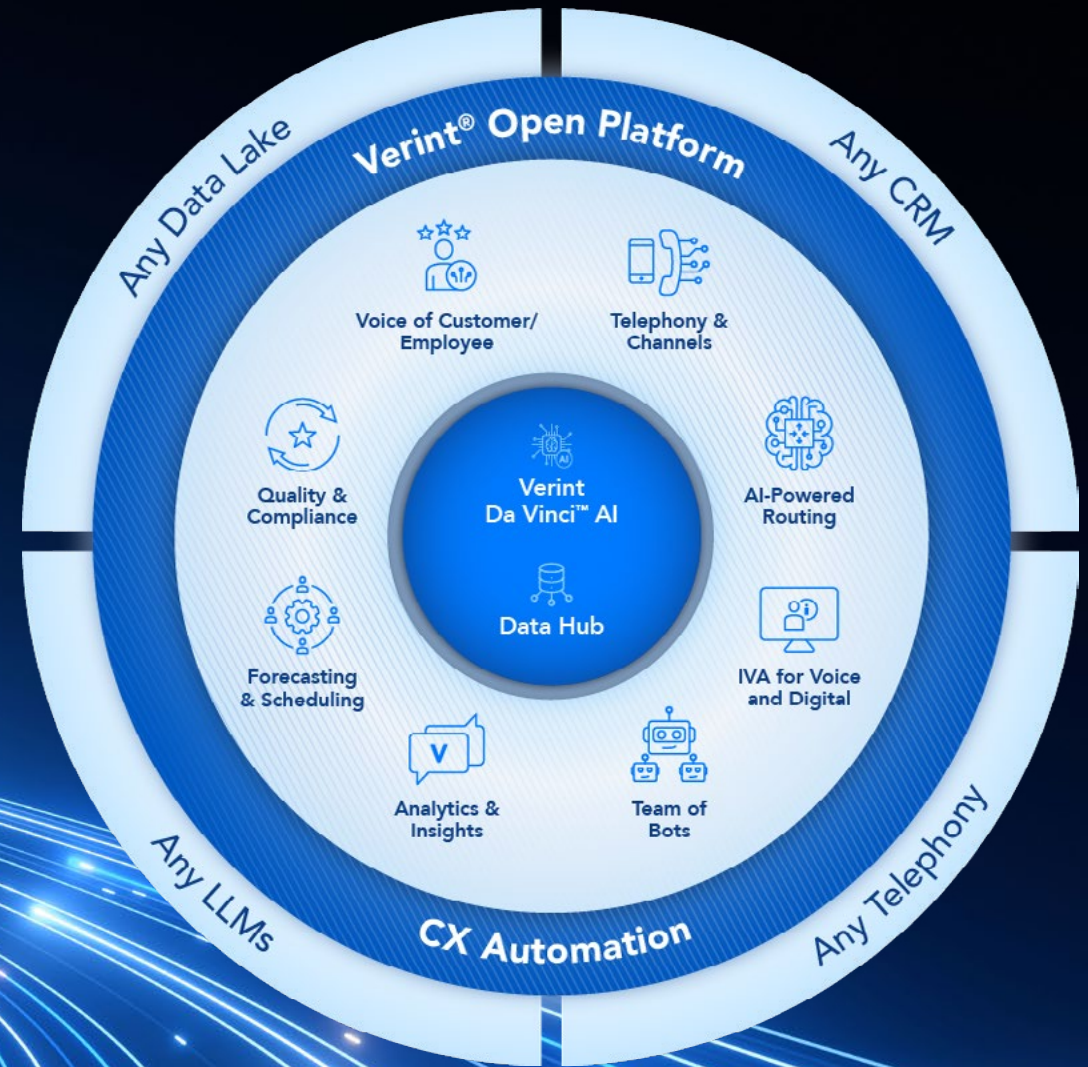
Easily connects to your existing environment, even if you aren't yet in the cloud.



Part of Verint Open CCaaS Platform

Verint Exact Transcription Bot is part of a patent-protected platform of cloud solutions that enable the world's most iconic brands to deliver customer experience (CX) automation for elevating the customer experience, reducing operating costs, and delivering AI business outcomes, now.

[Learn more at Verint.com](https://www.verint.com)



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