

Fast, accurate and optimized audio transcription engine.

Document customer and agent conversations and textually search audio content.

The challenge

Do you wish you had a more accurate transcription of the conversations going on in your contact center so you could gain deeper voice of the customer insights, improve compliance verification, or for agent training? Are you challenged by time-consuming manual transcription of messages left by customers for your organization? Do you need to document customer and agent conversations? Do you need a way to textually search your audio content? If these or other of the many uses for fast and highly accurate audio transcription are of interest, then Nuance Transcription Engine may be right for you.

The solution

Nuance Transcription Engine is a fast, highly accurate engine that produces search-optimized text output from an audio file. How accurate? Accuracy of 80-88% can be achieved – the highest in the industry. How fast? Pre-recorded audio can be processed from 1x Real Time Factor (RTF), meaning that it's possible to process 60s of audio in 60s resulting in maximum accuracy, up to 10x RTF enabling processing of 60s of audio in just 6s. Nuance Transcription Engine can also transcribe live conversations with results returned incrementally, typically every 10-15s depending on user-defined settings. This means that transcription results are available approximately 10s after the audio is spoken.

The transcription output format is a searchable lattice of time stamped words. Best choice and alternative words with meaningful probabilities are presented. In pre-recorded audio, individual speakers are identified – even if the audio file was recorded in mono – and non-speech audio like noise and silence is flagged. The output can also be generated in a human-readable format if that better suits your application. Nuance Transcription Engine currently supports fourteen languages and 28 dialects with more being added regularly.

Key benefits

- Quick and reliable text representation of an audio conversation
 - Fast as other engines on the market with significantly more accurate results
 - Used to power new applications such as agent script adherence verification
 - Increased efficiency and streamlined operations
 - Support for fourteen languages and 28 dialects and growing
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The details

Nuance Transcription Engine offers:

High performance

- 80-88% accuracy, highest in industry
- Pre-recorded audio: Support for three configurations allowing the best speed vs. accuracy trade-off*
- Fourteen languages, 28 dialects, and one broadcast model supported
 - English: USA, UK, Canada, Australia, South Africa, US Broadcast
 - French: Canada, Europe
 - German
 - Portuguese: Brazil, Europe
 - Spanish: Mexico, USA, Spain, Columbia, Argentina, Chile, Guatemala
 - Catalan
 - Hebrew
 - Italian
 - Japanese
 - Korean
 - Arabic: World, Gulf
 - Mandarin: China, Taiwan
 - Cantonese: Hong Kong
 - Dutch

Rich output

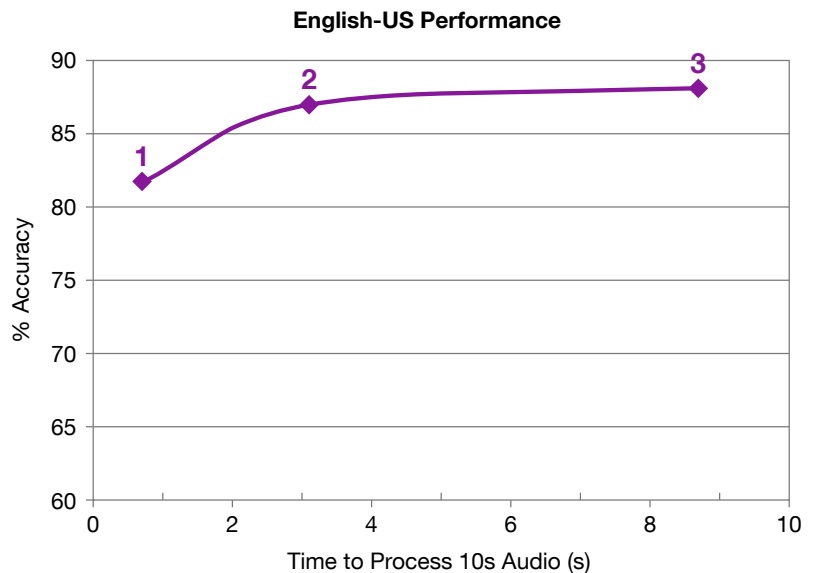
- JSON format word lattice optimized for search
 - Multiple speakers identified
 - Time stamped words
 - Meaningful probability of best choice and alternative words
 - Non-speech detection
- Human-readable output option
 - Transcription separated by dialog turns

Flexibility

- Vocabulary Customization
- Easy integration through secure RESTful https:// Web Services interface
- Support for Linux-64 (CentOS 6.6), RHEL 6.6, and Windows Server 2012
- VMWare support

Nuance Transcription Engine is well suited for many applications. Contact your Nuance account manager to discuss your needs today.

*Performance tests conducted on the following server:
Intel Xeon CPU X5670 @ 2.93GHz, one process per physical core, RAM 2Gb per process



About Nuance Communications, Inc.

Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

