

# AudioFinder

## Right-sized Speech Analytics Solutions

powered by **nexidia** 

In the contact center industry, reviewing recorded telephone conversations to ensure legal and process compliance is often time consuming and cost prohibitive. In fact, less than 10% of these calls are typically reviewed for any type of analysis, leaving organizations to depend on a very small set of calls to identify issues and opportunities. Created for contact centers of less than 125 agents, **AudioFinder** taps into a much larger amount of recorded audio than manual listening provides. The technology is specifically designed to search the actual content with a high degree of accuracy, providing the ability to immediately playback the most crucial aspects of the audio files.

*AudioFinder* allows users to search for any spoken phrase, enabling the timely identification of compliance risks and collection issues. It also offers the flexibility to include or exclude topics based on relevance. In addition, with sophisticated review tools, the user is able to start audio playback at the exact point where the search phrase occurred, or even earlier in the recording, in order to fully understand the conversation. The technology is integrated to the *Noble Recorder*, permitting detailed searches involving metadata such as campaign, list, agent, supervisor, etc.

### Phonetic Search

The patented phonetic search technology employed by *AudioFinder* allows searches on proper names, in exact spellings, industry terms, jargon or slang without extensive training. At the core of *AudioFinder*'s strength is the ability to execute search criteria against the phonetic indexes the system creates. This method allows users to enter simple words or phrases and find them wherever they exist in the recordings. The Search function includes the ability to specify multiple search terms in a single query, to nest searches at different levels, and to apply BOOLEAN logic (e.g. AND, OR, NOT) and even time-based proximity logic to a query. Additionally, phonetic search eliminates the need to create and maintain a dictionary of key terms and proper names.

### Pronunciation Optimizer

*Pronunciation Optimizer* allows the user to do test searches and identify those results which are most relevant. This feature is essential for words that may be obscure or hard to pronounce. Based on the results of the test search, the system generates a new search term in *AudioFinder*'s unique phonetic notation that most closely represents the best hits. This query can then be used to re-run the current search, or saved and later used in any other search function, dramatically improving the overall results.

### How It Works

The award-winning, patented Phonetic Search Engine (PSE) technology (powered by Nexidia) enables audio-video search using phonemes – the smallest unit of human speech. As media files are added into *AudioFinder*, they are broken down into phonemes which can be searched for the most accurate, relevant results. This phonetic approach supports almost all generally available audio qualities and audio variances such as a speaker's language, accent, dialect, gender and age. *AudioFinder* is quickly and easily installed on a standard desktop machine or laptop; users can immediately begin to create and import new media for search and analysis.

#### Benefits

- > Reduce the amount of time searching audio & compiling results
- > Expand QA efforts by performing targeted topic searches vs. random or live call listening
- > Improve the ability to search on customer or product names

#### Features

- > Simple interface
- > Supports saved searches for on-going usages
- > Desktop-based
- > No dependency on accurate spelling of names
- > Built in, video-based training