

Company Overview

Voci's Speech Analytics platform solves real business needs.



Over the last 10 years, Voci has built a portfolio of technologies and strategic partnerships that enable us to improve customer experience, operational efficiency, and compliance requirements. We also support our partners and enterprises need to extract actionable intelligence

from voice data, either during the call or after the call is completed. We drive our clients' success by focusing on delivering best-in-class technology that empowers them with the freedom to choose deployment methods and analytical solutions that best meet their business needs.

Company History

Spun out of Carnegie Mellon University, Voci's technology is built on 100+ man-years of R&D dating back to 2001. Since our first commercial product was released in 2012, the company has experienced rapid growth.

Voci is Markedly Different	Voci	Market Alternatives
Speed	Processes 700 hrs in 1h	Process only 5-10 hrs in 1hr
Ease of Integration	Open architecture	Proprietary systems
Completeness	Most complete	Limited or very limited
Accuracy	Highest accuracy	2-20 pts lower

Alignment with Market Dynamics

Gartner reports 89% of companies compete primarily on customer experience. Since companies engage with customers by phone more than any other channel, these interactions are a gold mine of untapped information. Voci's enterprise solutions perform STT in real time or in recorded batches, and our AI and deep learning algorithms enable call centers to gain actionable insights from 100% of customer calls.

- ✓ **V-Spark** is a powerful, all-inclusive speech browser that enables our clients and partners to better understand the voice of the customer
- ✓ **V-Blaze™/V-BlazeXT** converts voice data into highly accurate, fully punctuated transcripts with valuable meta information — such as emotion, gender, sentiment, and biometric identity — to provide increased comprehension of a customer's intended meaning



Lightning fast

Industry-leading time to results



Highly Accurate

Customizable to any business or industry



Open and Flexible

Easy integration for any technology stack



Safe and Secure

Automatic redaction of sensitive information



Speech Engine

Large Vocabulary Continuous Speech Recognition (LVCSR)



Languages Supported

All North American languages (English, Spanish, and French)

Ideal for Multiple Industries & Applications

Our solutions feature built-in language models that support call center, after-call survey, and voicemail applications for telecommunications, retail, finance, healthcare, and travel & leisure. They can even be customized to include a particular industry's or company's jargon, thereby further improving transcription accuracy.

Flexible Deployment Options

Voci solutions can be quickly deployed either in our cloud or on a customer's premise or in a customer's cloud, with overflow to our cloud if desired. Rapid deployment means our clients can take full advantage of our solutions' powerful capabilities ASAP.

Voci's strategic collaboration with its various channels and with leading data analytics, workforce optimization, and Contact Center as a Service (CCaaS) partners helps businesses make data-driven decisions that improve their bottom line.

Best-in-Class Technology Delivers Incredible Value

Voci's artificial intelligence (AI) and deep learning capabilities, backed by expert speech scientists, generate sophisticated language models for accurate transcription of customer calls.



Deployment Method

In-cloud Deployment



Open Format

Open-format JSON and Text transcripts



Transcription Delivery Mode

Up to 150 hours of recorded calls per hour per single hardware unit



Audio Compatibility

Supports the G.711 suite of audio standards (Uncompressed Pulse Code Modulation [PCM], μ-law, and A-law)

Voci Technologies, the leading speech analytics platform provider, enables enterprises to gain actionable insights on their terms from 100% of customer calls. For information, visit www.vocitec.com.