

Automated Transcription Specifications



SPECIFICATIONS

A heterogeneous Automated Speech Recognition (ASR) platform incorporating multiple models delivering best-of-breed results for all transcription applications.

Highest Accuracy

PinPoint applies a range of Automated Speech Recognition (ASR) models to achieve the highest transcription accuracy rate possible. This includes the application of AI technology and Large Vocabulary Continuous Speech Recognition (LVCSR).

Metadata Variables

PinPoint automatically produces acoustic metadata targeting acoustic detected information variables that, when appended to text analytics, enhance analysis and offer trigger events:

- **Confidence** - A measure of how confident the speech recognition system is in its transcription results
- **Sentiment** - Linguistic sentiment value
- **Emotion** - Emotional intelligence consists of both acoustic and linguistic information
- **Gender** - Gender prediction of the speaker
- **Clarity** - How clear the client channel/speech is
- **Overtalk** - Percentage of call when the agent talks over or interrupts the client (stereo only)
- **Silence** - Percentage of overall duration that is silence

Grammatically Accurate Transcripts That Are “Easy to read”

PinPoint automatically adds punctuation and formatting so that the output closely matches the quality of manual transcription at a fraction of the time and expense.

Real-time Transcription

Process batch or stream audio in near real-time. You can send a secure live audio stream and receive a stream of transcribed text in response. On-premise real-time processing is available.

Timestamp Generation

PinPoint returns a timestamp for each word, allowing word or phrase search in the original recording.



Closed-loop, rules-based alerts can be defined based on any combination of quantitative/qualitative or passthrough data to automatically trigger alerts to appropriate staff or teams.

Custom Library Tuning

You can add new words to the base vocabulary to generate more accurate transcriptions for domain-specific words and phrases such as product names, technical terminology, or names of individuals.

Industry Specific ASR Model Tuning

Custom acoustic tuning of the ASR model identifies industry-specific terminology and language to substantially improve transcription accuracy and readability, including:

- Pharma/healthcare
- Banking
- Airlines

Vocabulary Redaction

You can specify numeric strings, words from library, or other rules-based redaction to remove words or phrases from a transcript. For example, profane words can be identified and replaced, or removed.

Multiple Speakers ID and Tracking

Multiple speakers in a single mono recording are automatically separated (via speaker diarization) and annotated in transcriptions. Speaker changes are automatically recognized and attributed in the text to accurately capture recordings.

Automatic PII

When instructed, PinPoint can identify and redact sensitive, personally identifiable information (PII) from the supported language transcripts. This allows call centers to reduce risk from sharing transcripts for CX analysis and agent coaching.

Accuracy Benchmark Audits

Create and maintain a transcription accuracy benchmark to verify transcription accuracy and to leverage for the evaluation of the technology capabilities of different ASR models.

Global Languages

PinPoint provides automated transcription for languages spoken in countries with leading economies including:

- English (North American and UK)
- Spanish (North American, Europe, and Latin America)
- German
- French
- Portuguese
- Italian

Different Deployment Methods

- Cloud-based solution provides quick API integration, and near real-time performance.
- On-premise license that provides an ASR solution combined with a lightweight voice recording solution for “real-time direct to transcription.”

Integration

REST API enables both batch (file-based) and real-time (stream-based) operation.

Format

Supports both open-format JSON and text transcripts.



ABOUT PINPOINT RESEARCH

PinPoint Research is the leader in voice-driven data collection and data processing servicing the customer experience (CX) enterprise market. With over 30-years' experience, PinPoint Research pioneered IVR technology application for Voice Based Surveys™. Today, our proprietary hosted IVR survey and speech to text data processing technology solutions power the largest global brands survey and voice data collection enabling real-time voice of the customer and CX solutions for call center and retail global applications.

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