



clarify[®]

Speech Analytics


Every word transcribed
is given a time stamp to
support advanced analysis
of call transcripts.

Emotional analysis is
based on vocal cues,
like tempo, pitch, volume
and cadence.

Sentiment analysis is based
on the vocabulary used,
making it easy to identify
exceptional calls.

Your business is made up of conversations, each containing
insight to power your growth and protect your business.

oak 
innovation



Oak Innovation and speech analytics specialist, **Call Journey**, have partnered to help you capture, transcribe and analyse the conversations that matter.

Clarify speech analytics and artificial intelligence

clarify[®]

ideas that change everything

Your business is made up of conversations, each containing insight to power your growth and protect your business.

Clarify speech analytics will help you unleash valuable insight and improve performance by transcribing and analyzing the conversations that matter. Between “Hello, how can I help you” and “Thank You and Goodbye” thousands of words and phrases contain valuable information about your products and services, customer emotion, adherence to policy and agent performance. Using artificial intelligence, Clarify speech analytics will help you gain a deeper understanding of customer experience, identify calls that may damage your reputation and empower your staff to perform at their best.

- ✓ Improve the quality of conversations
- ✓ Understand customer satisfaction
- ✓ Improve sales performance
- ✓ Capture compliance risks
- ✓ Reduce customer churn
- ✓ Attract and retain the best staff

Three easy steps

1. Clarify Advanced users are enabled for speech analytics.

You are in control of the cost. Just subscribe to the speech analytics service and pay as you use.

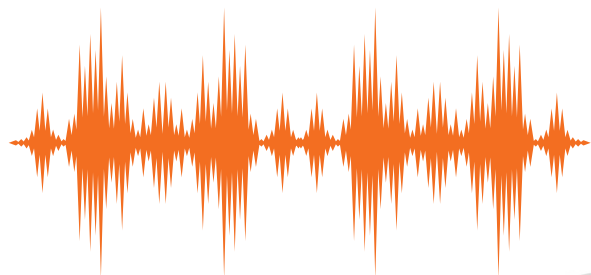
2. User-friendly interface.

Guides you through defining and refining essential criteria to provide insight and improve your understanding of conversations.

3. Select the conversations that matter.

Forward voice data for analysis based on calling line, called line or individual agents. Alternatively, use Clarify's advanced search capability to select and forward a block of recordings for analysis.

Turning Conversations into Understanding



Speech to Text

Supports multiple languages and accents including English (U.K, America, Australia, New Zealand and Europe), French Canadian and Mexican Spanish.

Time Stamps

Every word transcribed is given a time stamp to support advanced analysis of call transcripts.

Sentiment

Sentiment analysis is based on the vocabulary used, making it easy to identify exceptional calls.

Emotion

Emotional analysis is based on vocal cues, like tempo, pitch, volume and cadence.

Confidence

By rating its own ability to recognise words, the user can choose to remove low confidence conversations, utterances or words.

Data Redaction

Automatically removes private information, like payment card data, addresses and phone numbers.

Keyword Trends

Creates a list of keywords and keeps track of reoccurring themes.

Silence and over talk

Helps to measure negative emotion within a conversation.



Clarify uses clever features to improve workflow,
simplify compliance and drive performance.