



# Speech Analytics

DigiDesk utilises Generative AI to automatically transcribe voice calls and provide audio summaries after each call, providing a variety of near-real-time speech analytics.

## Audio Summaries

DigiDesk AI can automatically transcribe and provide audio summaries for all voice calls using OpenAI's ChatGPT Enterprise service. The Generative AI triggers after each call ends, updating the Notes field with a summary of the call.

## Speech Analytics

DigiDesk can then display the transcribed audio summaries in near real-time to provide a range of text analytics. The audio summaries are shown in a comments style widget, with sentiment analysis, word clouds and trending keywords and topics.

## Multi-lingual Translation

DigiDesk can also automatically transcribe and translate foreign language calls, from over 100 languages. This enables the provision of audio summaries for English calls and for foreign language calls in one common set of text analytics.

## Notes Updates

The call summary contains a concise, high-level overview with the key moments that occurred during the call. This saves the agent having to add manual notes and provides a consistent set of call summaries for agents to review within Engagement.

## Root Cause Analysis

Our sentiment, keyword and word cloud widgets are 'dynamic' allowing users to drill down into key conversations and understand more about what is driving positive or negative sentiment and analyse key topics as they're happening throughout the day.

## Audit Trail and Reports

DigiDesk provides the full transcript of every call in a comprehensive audit trail. There is also a full set of analysis reports, which can be viewed online, as PDF or CSV and can be scheduled to deliver your data on a daily, weekly or monthly basis.

*"We display Live wallboards within the contact centre and at the clients' offices, tracking agent performance and displaying verbatim feedback from customers. I would highly recommend working with Digidesk's innovative and dynamic team!"*

DAN WEST // KONECTA