Pryvate™

Pryvate Secure Managed Conversations
The best way of extracting value from all your voice conversations

Pryvate SMC collects all your voice communications and securely converts them into text, enabling advanced text analytics. It will also help protect sensitive data by obfuscating it in the transcriptions according to pre-defined customizable rules.

Pryvate SMC text analysis routines will add metadata to your conversations. This metadata and text indexing enable easy filtering and retrieval and allows you to extract additional knowledge.

Pryvate SMC is the tool you need to support and prove compliance by automatically tagging specific keywords and helping you identify trends Pryvate SMC can highlight conversations that need looking into.

Consistently transcribing all your conversations eliminates the need for labour intensive sampling, allowing checks on 100% of your conversations..

Benefits

Transcribed conversations use a fraction of the **storage** required by call recordings (depending on the quality of the recording and its compression level a recording file may be up to 10 Mb per minute, while the transcription will use less than 10 Kb). This in itself unlocks some **cost savings**, but most importantly allows organizations to apply to voice communications the same retention policies that apply to other communications and records. Storage periods can be increased from weeks to years and records can be linked to customers, deals or processes as required

Text analytics, applied to the recordings or to other types of voice communication (meetings, internal calls…), unlocks a whole range of possibilities:

- Review of all calls for any purpose (compliance, QA, training…)
- Easy identification of non-compliant conversations
- Assessment and identification of conversation issues and opportunities

The combination of these functionalities allows you to:

- Manage conversations
- Unlock knowledge hidden in current practices and call history
- Discover opportunities for improvement
- Improve Quality Management in all sorts of processes

For the first time you can apply the same **standards and rigor** to Voice conversations as you do to all your documents. Retention Periods, Quality Control, Compliance do not need an exception for voice

COMPLIANCE

Pryvate SMC is the tool you need to support and prove compliance

Voice conversations present a particular challenge for organizations, forcing them to rely on sampling of recordings and investing expensive resources in listening to them.

By transcribing conversations to text, not only can ALL conversations be kept for as long as required, they can also ALL be automatically reviewed, enhancing compliance, reducing risk and proving that the right processes are in place.

By automatically tagging specific keywords and helping you identify trends Pryvate SMC will highlight conversations that need looking into.

GDPR demands additional care of personal data. Voice is classed as Biometric Data and requires stronger protection but once transcribed its doesn't need to be stored to keep its value. Personally Identifiable Information (PII) can be obfuscated and access controlled. Transcriptions can easily be shared with customers, ensuring Personal Data has been recorded correctly and supporting Data Subject Access Request processes

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Architecture

Pryvate SMC connects to all your voice communication channels (incoming, outgoing, internal) and converts every conversation to text once it has been stored. (Real time capture, transcription and analysis of calls will be available in a later release)

Once the converted text is available, rules based and machine learning routines are applied adding indexing and analytics and preparing data for further in-depth analysis.

Pryvate SMC will encrypt both file recordings and transcriptions with its own military strength algorithms ensuring all your conversations are always secure.

Pryvate SMC can transcribe conversations recorded over single or dual channel recordings. Dual channel recording will improve accuracy of transcription and enable stricter privacy controls.

Features

Current features

- Automated upload to Pryvate cloud for processing

- Quasi-real-time (under 5 minutes after called saved) transcription

- Immediate rules-based meta-tagging and indexing

- Integration with PBX, call centre, cloud-based call centre, internal VoIP

- Encryption of all saved data

- Potential to transcribe from 80 languages

Future features

- A separate recording of each call participant

- Real time transcription and analytics

- Alert supervisor of the need to support agents or correct performance

- Mobile to Mobile conversation transcription and analysis using **Pryvate App** (removing the need for a VoIP supplier)

- Encryption of voice recording and transcription

-Meeting recording

Technology

Pryvate secure managed conversations can be deployed on premise or from Pryvate cloud.

The module integrates with any call centre software (whether on-premise or on the