

# OVTS

## Open Voice Transcription Standard

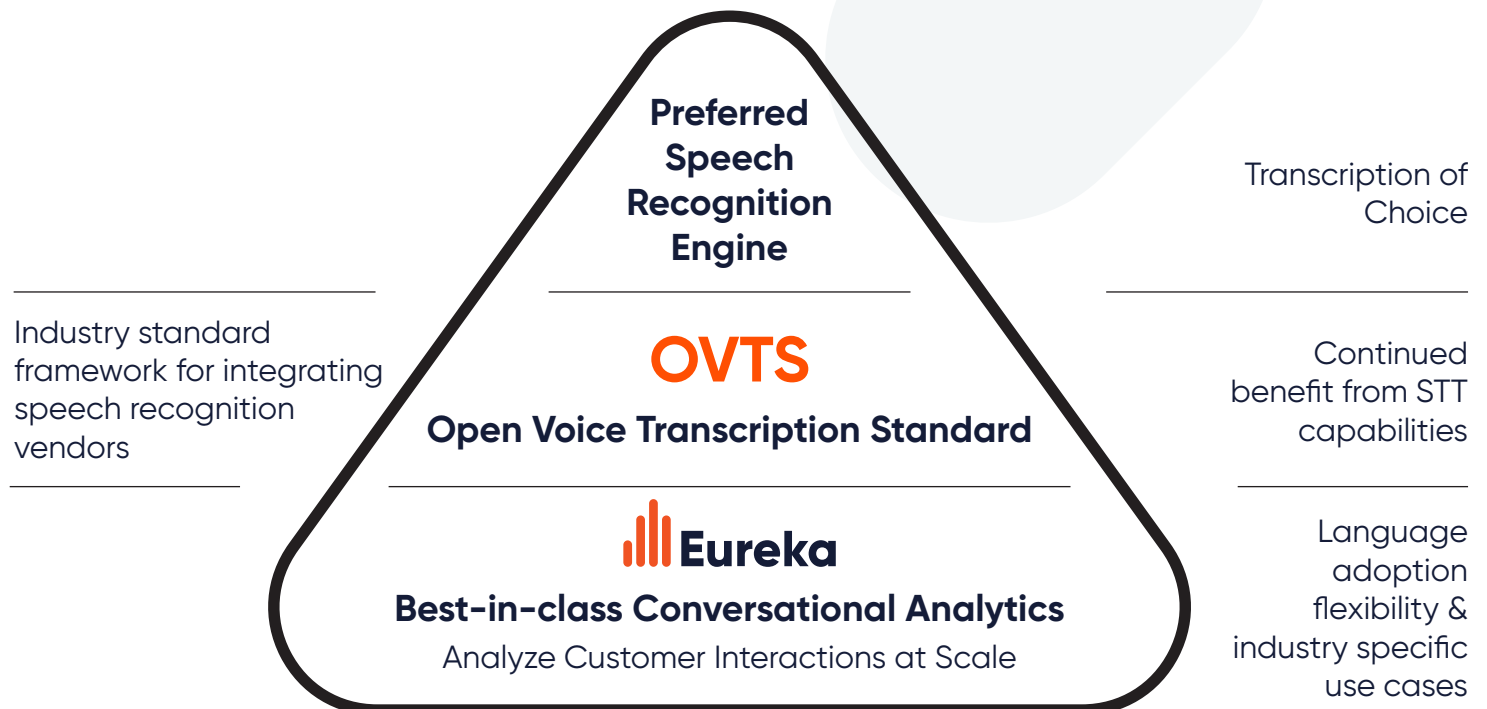
### Drive Global Expansion with Preferred Speech Recognition Solutions and Conversational Analytics

CallMiner's Open Voice Transcription Standard (OVTS) extends our solution with a defined framework for integrating with speech to text vendor solutions. OVTS focuses on standardizing speech to text (STT) input from the user's speech recognition service of choice for CallMiner's conversation analytics solution.

By providing a clear pathway for integration with a wide array of speech recognition providers via CallMiner's OVTS API, organizations can gain the flexibility needed to expand across regions based on language expertise, change transcription providers based on evolving business requirements, meet industry-specific capabilities, and more.

Key OVTS benefits include:

- **Transcription of Choice:** Align with existing STT vendors by minimizing technology changes and access features exclusively offered by specific STT vendors. Gain access to conversation analytics through existing STT deployments.
- **Global Reach & and Industry Tailored Focus:** Add accurate language support based on vendor language expertise and industry-specific language models or use cases. Focus on specific geographies or industry segments while removing transcription vendor boundaries.
- **Future-Forward Design:** Future-proof by maintaining the flexibility to integrate with new vendors and add new features or benefits at any time. Seamlessly evolve to meet unexpected business needs.



## What Does OVTS Enable?

Users can make use of their preferred STT vendors' unique transcription technologies and provide the output from business interactions into the CallMiner platform using a Standard, Open API framework. Examples of STT vendors include Nuance, Deepgram, Speechmatics and AppTek as well as large cloud vendors Google Cloud Speech to Text, Microsoft Azure Speech Services, Amazon Transcribe, and Watson Speech to Text. The following elements are supported:

- **Audio:** the audio from an interaction, formatted in a specific MIME type. Can be single speaker (mono) or speaker separated. Can optionally include details for audio segments requiring redaction.
- **Transcripts:** the transcript from an interaction. Can include more than 65,000 Unicode characters and/or emojis.
- **Metadata:** the details identifying a particular contact, such as the agent name or customer account number. Can be provided during or after ingestion.

## Transcription Flexibility

### Audio

Audio from call recordings is required for conversation analytics. OVTS issues to consider include:

- **Mono and Stereo Recording:** Both are supported, but stereo enables analytics parsed by caller and agent speakers.
- **Redaction:** CallMiner redacts sensitive numeric data for all supported languages.
- **Languages:** OVTS provides a language identifier to enable analytics support for each transcribed language.

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### Text

CallMiner supports text analytics via its API framework. Vendors can use this API in parallel with audio transcription to enable multichannel analytics, with coverage including:

- **Speaker:** Identifies the speaker position in the text transcript.
- **Text:** Analyzes raw text, including emojis and Unicode.
- **PostDateTime:** Indicates the date and time that the contact was posted, including time zone offset.

## OVTS Members

### MEMBERS

 **DEEPGRAM**



 **NUANCE**

 **allo media**

 **NTT**

 **Microsoft Azure**

### OVTS ENABLED

 **Google Cloud**  
Speech to Text

 **amazon Transcribe**

  
**IBM Watson**

 **VOCI™**



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