

# RealTime

## Real Time Call Monitoring & Redaction

### Automated Monitoring and Alerting for the Call Center in RealTime

#### What is Real Time Call Monitoring?

RealTime call monitoring enables contact centers to gather insights and manage agent behavior as calls are occurring. Speech recognition and transcription is applied with automated language and acoustic scanning to audio streams as they occur to provide notifications for the presence or absence of specific language and acoustic events, with PCI-compliant redaction.

#### Introducing CallMiner RealTime

RealTime combines AI-driven automated transcription, alerting and redaction to provide your contact center supervisors, quality analysts, and agents with real time, actionable business insights that will:

- Optimize agent performance with real time guidance
- Ensure compliance and mitigate risk
- Pinpoint and act on upsell opportunities
- Improve customer experience via proactive escalation

#### Flexible Deployment Options

RealTime is a modular cloud-based platform that can be securely deployed in combination with other Eureka engagement analytics applications for your specific needs such as post-call analytics, automated performance evaluation/scoring and direct agent feedback and coaching. Adding new capabilities such as speaker separation, sentiment analysis and redacted audio output is easily supported as well. The Eureka API enables integration with your line-of-business applications as well as external platforms and solutions for data analysis and visualization, BI, CRM and many more.

#### RealTime at a glance

RealTime recognizes and transcribes calls in real time to provide content-based alerting and PCI-compliant redaction.

#### Advantages

**Immediate** – Source audio streams are transcribed in real time for search and recorded insight to action

**Secure** – Bypasses existing voice recorder platforms ensuring unredacted PCI data is never at rest

**Accurate** – Delivers high quality stereo audio for speaker separated identification, precise transcription and crisp playback

#### Features

Highly scalable, multi-channel real time mining engine

#### PCI-compliant redaction

Outputs fully redacted text transcript files w/option for redacted call audio files

Customizable alerting driven by contextual, content-based hits in transcripts

Web-standards based API for connecting to apps and interfaces

## Key Capabilities

### RealTime Transcription



Our speech mining platform applies advanced Natural Language Processing (NLP) and machine learning techniques to process source audio streams in real time. Highly accurate large vocabulary speech recognition (LVCSR) technology generates human readable full text transcripts that can be searched, saved and shared.

Transcripts are indexed to the source audio for contextual ad hoc playback and review, and can be extracted for agent training and coaching.

### RealTime Redaction



Our real time redaction technology identifies PCI data such as credit card numbers in audio streams as they are being transcribed. Sensitive cardholder data is securely redacted from text transcripts and source audio files, ensuring regulatory compliance and to mitigate legal risk.

### RealTime Alerting



Our real time monitoring technology scans the live stream of audio transcriptions generated by the Eureka real time speech mining engine to rapidly identify key events such as keywords, phrases or acoustic measures which you have defined as important.

AI-driven algorithms automatically trigger notifications that alert your agents to the next-best-action and inform your supervisors about when and how they need to intervene on a call to optimize customer.

### RealTime API



RealTime enables real time alerting of critical language and acoustic events that are occurring in live calls such as compliance violations, customer dissatisfaction or upsell opportunities. A REST-based API ensures that these notifications are delivered via the interfaces that your staff are familiar with – such as internal business apps.

## Request a Demo Today

For more details about RealTime please contact your CallMiner Sales Director or Customer Success Director. Also be sure to visit us at [www.callminer.com](http://www.callminer.com) or our community-based website for customer engagement professionals at [www.CallMinerCustomerConnect.com](http://www.CallMinerCustomerConnect.com).

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