

Redact

Automated Redaction

Automated Redaction of Audio and Transcripts for Compliance, Training and CX Awareness

What is Automated Redaction?

Automated Redaction leverages speech recognition to find and remove sensitive numeric data in customer calls. It can be applied to real-time, post-call and other audio utterances to safely review and share recorded audio and transcripts for customer experience insight, agent training and compliance. Automated redaction supports PCI/ PII compliance while removing the threat of over/under redaction commonly encountered with agent pause and resume recording errors.

Introducing Eureka Redact

Redact is a cloud-based compliance solution that applies machine-learning and human curated algorithms to identify and remove sensitive numerical PCI, PII and for some GDPR elements from call transcripts and audio recordings. The ability to safely share audio and transcription data for agent coaching, customer experience analysis and compliance is enabled by eliminating credit card data, social security numbers and more from voice and multichannel interactions. Redact precisely obscures sensitive data while maintaining the context of conversation to preserve effective insight while reducing liability associated with external and internal threats.

Eureka Redact at a glance

Eureka Redact automatically removes sensitive numeric information from audio and transcripts ensuring PCI compliance, risk mitigation, and secure insight.

Advantages

Precise – Sophisticated redaction algorithms accurately identify and remove potentially sensitive PCI/ PII numeric data

Flexible – Support for non-sensitive number exclusions (e.g. dollar values, phone numbers, dates, etc.), real-time/post-call source audio and multiple languages

Protected – Eliminates sensitive numerical data in real-time and/or in recordings and transcriptions to mitigate internal and external security risks

Features

- Comprehensive numeric string redaction in transcripts and audio files
- Audio options include post-call, real-time or both
- Service option to redact sensitive data from large volumes of previously recorded audio
- Outputs redacted audio files and/or corresponding text transcripts
- REST-based API for integrating with external systems
- 10+ supported languages including English, Spanish, French, German, Italian, Portuguese and Mandarin



Redaction Intelligence

Redact triggers compliance enforcement when two or more numbers are found in sequence. Any two numbers within one word of each other are eliminated from the audio and transcript. Transcript numbers are replaced with a code word to indicate redaction has taken place.

A silence block is injected in the call audio (redaction silence does not impact silence calculations). Redact can also remove sensitive numerical data with specific number phrases where there are two or more numbers found in a sequence around a specific key word. This makes it easy to mask credit card numbers yet maintain pricing for a product or a service in audio and transcripts.

Redaction Agility

Eureka Redact gives you several options for implementing redaction in your call center. Whether you need to cleanse post-call and historical recordings or you are looking for real-time PCI redaction of live calls Eureka Redact has you covered.

Post- Call

Ensure that your call recordings and associated transcripts are PCI compliant before they go into your BI or data warehousing systems.

Historic recordings

Cleanse all your archived call recording of PCI data to avoid compliance and regulatory penalties.

Real-Time

Monitor your live calls for PCI compliance and reduce the risk of legal and regulatory exposure.



For more details about the Eureka Alert please contact your CallMiner Sales Director or Customer Success Director. Visit us at www.callminer.com or our community website for customer engagement professionals at www.CallMinerCustomerConnect.com.

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