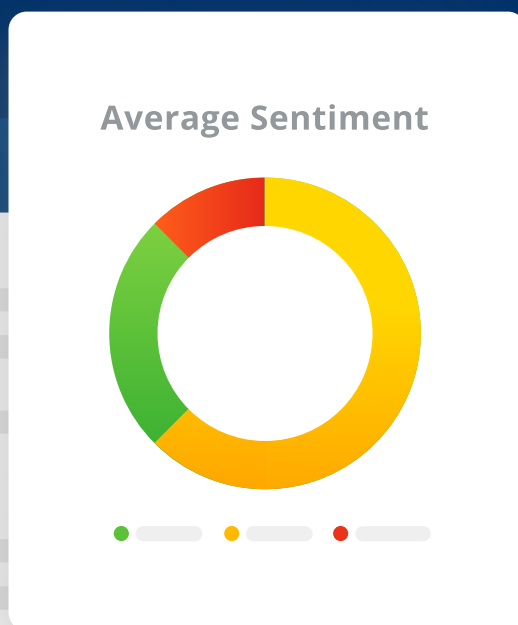
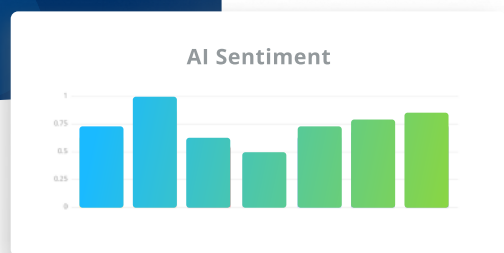




FINDING SIGNALS IN THE NOISE

Unlock intelligence from every conversation with Dubber AI





The power of Conversational Intelligence

With an explosion of conversational data, we need a way to use that data to drive better business outcomes, instead of just replaying a recording or reading a flat transcription document. We need to enhance, store, sort, transform and analyse that data - and put the insights to use, in real-time.

How? Through a combination of AI technologies, with Natural Language Processing to identify behavioural insights in speech and with Machine Learning that learns more about your organisation the more data it consumes.

Dubber combines insights from metadata, conversations and content to surface critical and previously unmined organisational intelligence in near real-time.

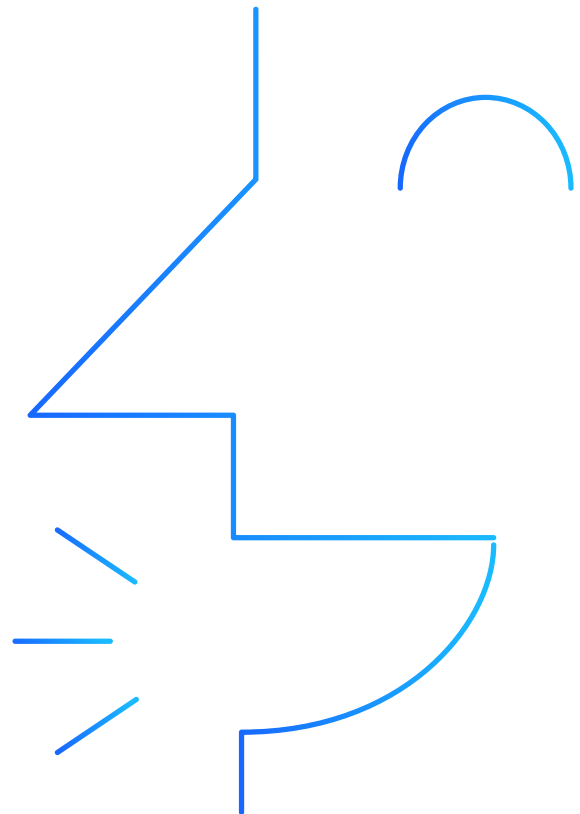
Conversational Intelligence: beyond basic recording and transcription to an enriched data-set of words, speakers, emotions, languages, and themes. With these meaning-enriched data sets, users can create and trigger real-time automated actions and workflows.

Conversational Intelligence provides the essential insights on compliance, revenue, people and customers that you can't miss out on.

Voice is the #1 method of communication in remote teams and AI can turn a simple recording of voice, video and messages into rich data for processing.

75%

of all business conversations will be recorded by 2025.





Organisations re-evaluating needs

The Intelligence chasm

The right data needed to extract intelligence is often missing. Of the top three data-related challenges companies face in realising the full value of digital initiatives, 58% report incomplete or poor-quality data and 58% lack a strong data analytics function.

Organisations are now looking beyond stats like Q3's sales and the number of inbound service desk calls per day to capitalising on all business data to drive:

Compliance Intelligence:

for instant auditing, alerts and proactive real-time surveillance to meet Governance, Risk and Compliance company, industry and regional legislative mandates - without the cost of legacy solutions.

Revenue Intelligence:

to refine sales tactics and identify opportunities, improving employee training and coaching. To enrich CRM data sets with what was said and AI insights rather than hearsay.

People Intelligence:

to know employees distanced from the workplace - and to build a thriving business culture boosting wellbeing, productivity, and safety. People leaders are enabled with a single source of truth as to what was said.

Customer Intelligence:

to increase positive engagement and accurately resolve disputes. End time to knowing customer satisfaction, marketing performance, and improving order and supply chain efficiency.

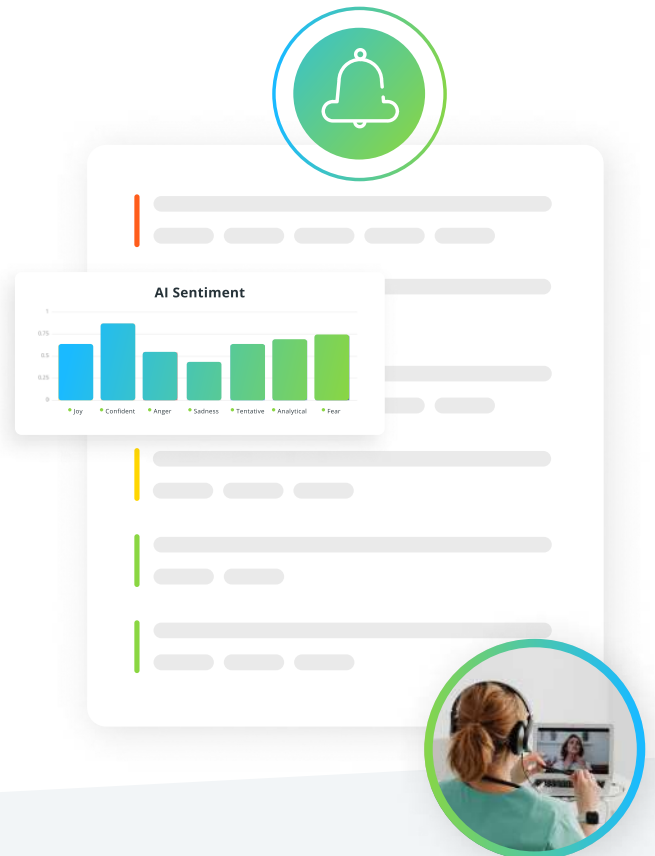
Unified AI data sets

Most applications of conversational AI take place in data and application silos - until now. Dubber unifies conversational data capture and processing in the secure and compliant Dubber Voice Intelligence Cloud. Data is captured in the network or application - where Dubber is a native service - eliminating the need for additional applications, call routing or hardware.

Actionable insights and intelligence come from:

- + Full data sets with quality data available in real-time
- + Combined with proven AI techniques, such as Natural Language Processing sentiment analysis and automatic language recognition

Once an organisation has this foundational base, it can create alerts, notifications, dashboards and workflows - to put this data to work.





It starts with Unified Conversational Recording

We now live within a multimodal business communications landscape spanning service networks, devices, communication apps, on-site and in the cloud, with employees, partners, customers and the public.

We need a Unified Conversational Recording solution to capture all these conversations, add Natural Language Processing techniques to find further data insights, and use that data for competitive advantage.

The problem with captured conversations without data enrichment

Voice is the fastest and easiest way to communicate effectively, making it essential in business. Today, over 80% of crucial conversations are voice-based. But when it comes to business data and analytics, voice has been difficult to mine for data.

Transcriptions lack vocal context

When transcribed audio changes from excited to angry - how's the reader to know? Transcriptions rarely relate to the actual conversation making it difficult to relate what was said to what the data says.

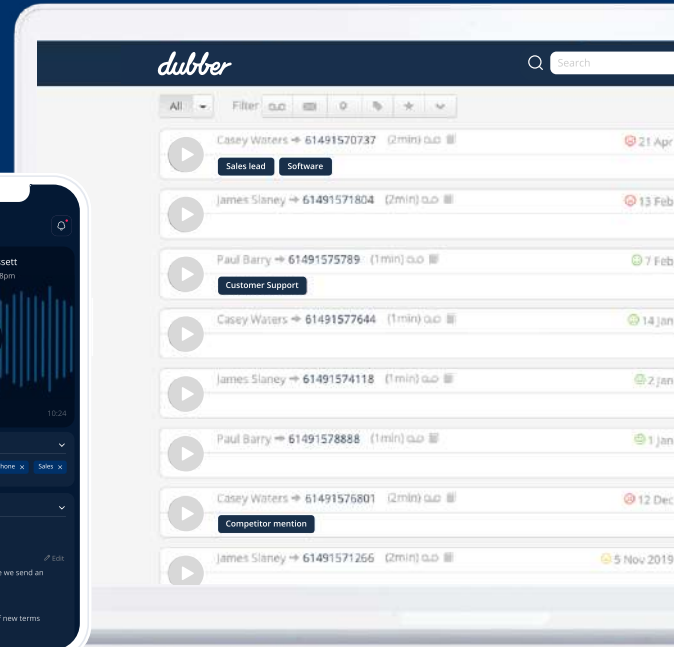
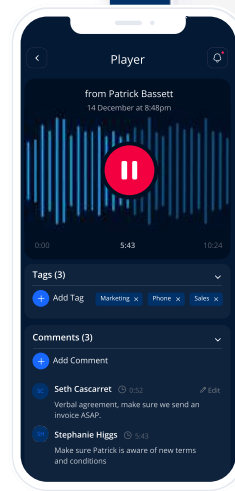
Who's talking?

Who is talking and in what language? What language should the data reflect?

Inability to do analysis on all conversations, no matter where they happen

Where is the data? How do we create a centralised data and analysis capabilities for every endpoint?

Unified Conversational Recording; recording conversations across voice calls, video, and chat on infinite endpoints, with management from a central application



With basic call recording and transcription, you only get half the picture leading to questions as to its value and application to meet broad Enterprise needs. Questions that Dubber answers.

How do you search for a topic?

How do you find when the word 'orange' was said in a 30-minute audio recording?

Who red flags conversations?

Speakers or auditors are the only people who can raise red flags on conversations, which can happen far too late

Time-consuming audits and reviews

Listening to call recordings takes a significant amount of time

Inaccuracy in human-based conversation post-processing

Re-listening to recordings can suffer from human errors of what's said and perception of sentiment

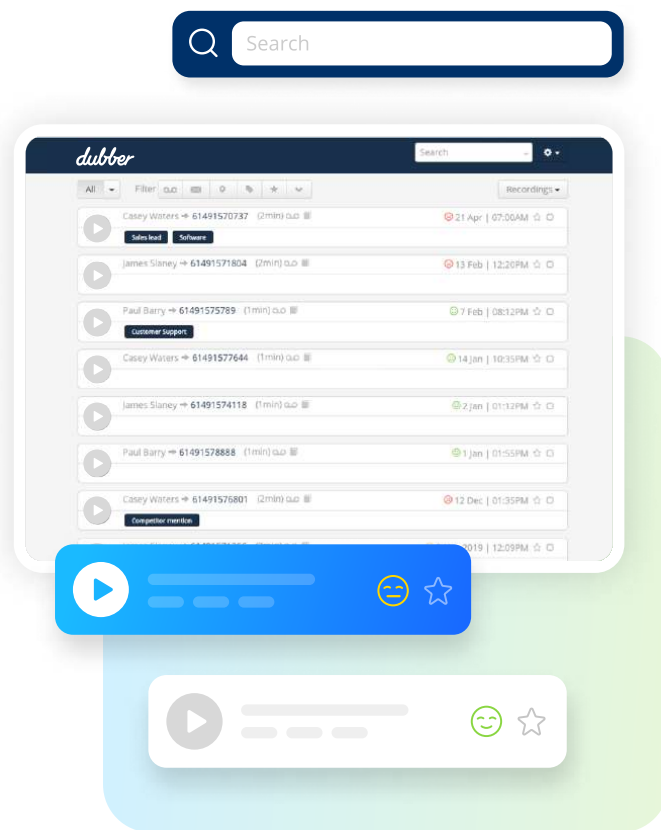


Unlock intelligence from every conversation with Dubber AI



Embedding AI into every conversation

The top 5 benefits of Conversational Intelligence



- 1 Accurate data**
Ensures underlying meanings behind business conversations are captured, where plaintext transcriptions fail.
- 2 Searchable conversations**
Search across voice conversations as if they were emails; easily find talking points, keyword mentions, or verify customer discrepancies.
- 3 Actionable data points**
Trigger actions during recording; flag angry customers for manager follow up, automatically create contracts on brokered deal keywords, or schedule training when your sales department sound flat overall.
- 4 Effective investigations**
Find speakers, topics, and sentiments instantly - individually or by group, eliminating lengthy investigations and audits.
- 5 A complete picture of business information**
Capture the last mile of business intelligence on the most important medium - voice.

“We needed peace of mind that our client-facing staff were communicating compliantly. Dubber has given us the confidence and visibility of that”



Gordon Mellon,
Managing Director, Baseplan



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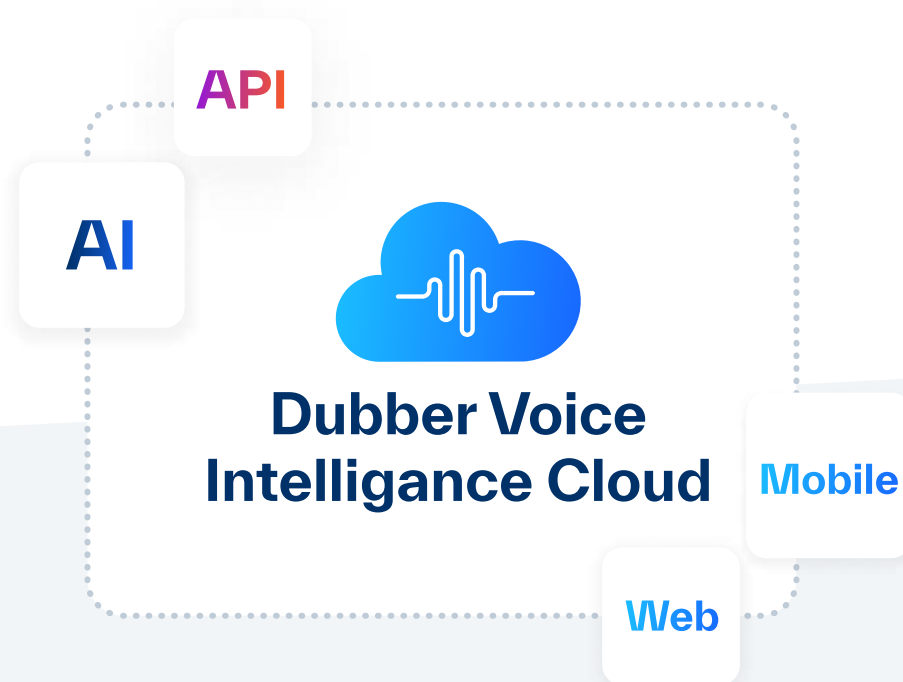


Dubber AI & the Voice Intelligence Cloud

Powered by the Dubber Voice Intelligence Cloud, Dubber's AI solutions and services leverage Dubber's advanced AI research and the world's best technologies to unlock the value of conversational data into intelligence.

Surface and combine insights across voice, video, text, chat and more, via telephony, mobile, VoIP, contact centre and any communication device or end-point. Understand trends across your business, boost productivity, improve customer and people intelligence and experiences, boost revenue outcomes and proactively manage compliance and risk powered by sentiment, tone insights and automate notification based on keyword triggers.

Best-of-breed AI & ML technologies from Google, AWS, and IBM are applied to conversational recordings, with the best-fit solution selected based on language processing performance. Customers can leverage the Dubber Voice Intelligence Cloud to develop business-specific AI learning regimes based on Enterprise requirements.



"We now have total visibility of all our traders' conversations, even when they're working from home. The automated surveillance means we can immediately identify compliance breaches, reduce risk, and save time and money"

Chief Risk Officer,
One of Switzerland's Largest Private Banks



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We're enriching every conversation with AI and NLP - See what's under the hood



AI-Powered Transcription

True AI and NLP developed by Dubber brings together multi-vendor AI & ML technologies, enabling best-fit solutions to be applied to conversational recordings, optimising and customising language processing performance. Take advantage of advanced features, for instance, to automatically detect the dominant language spoken.



Elastic Search - Intelligent keyword search

Dubber's search powered by Elastic Search has accelerated time to find and discover conversations and insights from any and all metadata including transcriptions and insights, from hours to seconds. Enter keywords to surface mentions across conversations, highlighting passages. Create alerts to track keyword mentions in near real time.



Dubber Analytics

Reveal crucial insights and effortlessly report on meaningful analytics for performance snapshots with Dubber. Report, track and monitor near real-time customer sentiment, contact centre scorecard performance, keyword and competitor mentions and with insights possible for virtually any business use case, all in your preferred dashboard tool.



Always up-to-date API

Dubber's RESTful API enables the creation of simple and seamless custom integrations and workflows, federating data to your favourite business applications. Combine with other AI-backed data analyses for a holistic overview of business operations. Every data point we add is available via our always up-to-date API.



Notifications & Alerts

Setup notifications and alerts based on Voice AI parameters trigger new rule-based workflows, such as customer anger triggering manager follow up or the mention of keywords "take this offline" triggering internal investigation. Address incidents before they escalate, reward and praise behaviours as they happen. Integrate conversational metadata with content insights to deliver rich insights into behavioral shifts and risks.



Anomaly Detection

Anomaly detection can identify when conversations are falling outside the bounds of the usual style and format of communications.



Dubber Notiv

Extract actions automatically from a conversation. With Dubber Notiv, AI picks up the parts of your conversations that require actions from people or tasks to be completed. Listed and ready for review, they're available instantly, extracted from real-time call transcription.



Deeper Voice AI Engine Training

Have a complex corporate lexicon? Dubber's optional voice AI engine training can be used to learn to speak your technical language.'



Explore the key use cases and best practices of Dubber AI

Use cases for businesses of all sizes

Business and public service organisations are driving better customer, compliance, revenue and people outcomes with Dubber.

Small Business

Boost customer satisfaction and resolve disputes faster. Resolve disputes faster. Train and coach more effectively. Capture orders and customer requests accurately.

Enterprise

Unify conversations and remove legacy call recording costs and limitations. Drive people, compliance, customer, and revenue intelligence.

Government

Create accurate records of every crucial conversation - train and coach based on real-time interactions. Quickly satisfy information requests efficiently and accurately.



Education

Create an immutable record of student care and interactions - and crucial conversations. Capture learning on every platform without the cost and limits of application-specific and legacy platforms.

Healthcare

Appropriately monitor every conversation - and automate risk alerting and workflows. Maintain conduct standards and safeguard electronically protected health information (ePHI).

Legal Services

Dubber helps legal practices reduce risk and time spent on admin, speed investigations - and eliminate errors in communication.



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Use cases for achieving key outcomes

Proactive Compliance Monitoring and Reporting

Ensure you're meeting regional compliance requirements such as GDPR, HIPAA, and PCI. Enable proactive alerts and reporting so you catch risky behaviours as they occur.

Real-Time, Integrated Surveillance

Signals based on content, sentiment and behavior enable surveillance teams to identify issues and rapidly interrogate data to qualify risks.

Know Your Customer

Surface customer complaints and sentiment trends in real-time. Automate reporting and workflow. Surface records of conversations in seconds to resolve disputes.

Better Employee Performance

Learn which conversations are making an impact across your organisation and mine them for key topics, themes, and sentiments. Train employees to best practice conversational skills to increase performance and in getting the right message across. Become highly effective in sales, meetings, partner conversations, and more.

Improving Customer Experience

Surfaces indicators such as complaints, escalation requests or regulator mentions, which can be used to learn more about the root causes of positive or negative CX as well as monitoring CX in real-time.

Support Employee Wellbeing

Support your remote employees by learning more about them through behavioural analysis of conversations. Spot ongoing negative feelings and help support employee wellbeing far before burnout and attrition.

Increasing Customer Self-Service

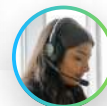
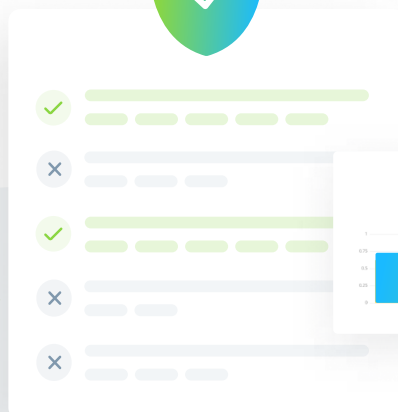
Understand the root causes of failures, blockages, and satisfaction with self-service workflows. Use insights to enhance self-service products, target customers for digital adoption activities or feed into a wider digital transformation program.

Helping Vulnerable Customers

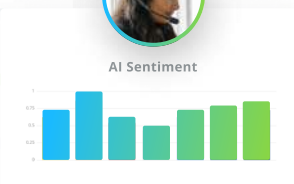
Identify and action conversations that mention potentially vulnerable customer scenarios plus expected agent or customer outcomes.

Fraud Detection

Identify high-risk activities and enquiry types associated with known and emerging fraud techniques to capture customer information and complete transactions.

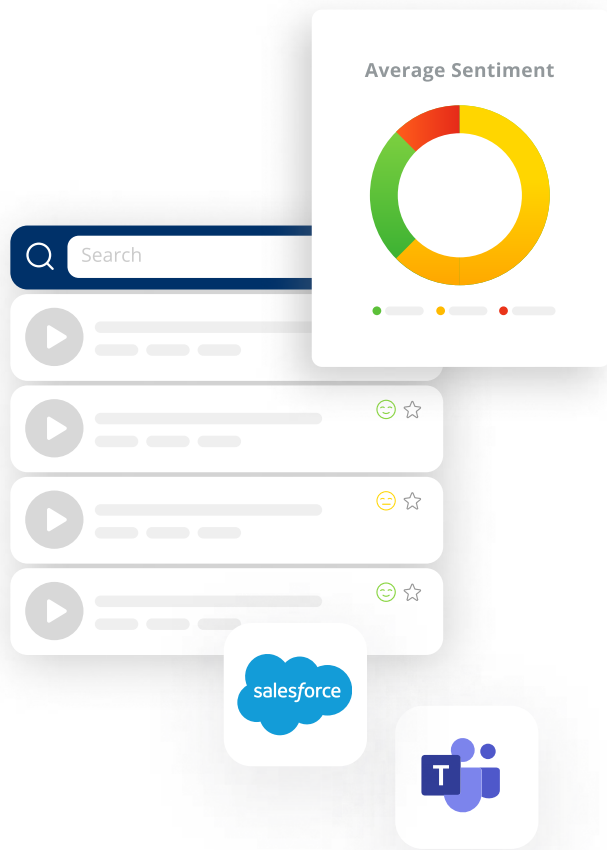


AI Sentiment





Conversational Intelligence best practices



Switch on across all endpoints

Switch on Dubber AI on all endpoints - voice, video, chat, apps - across all device types - mobile, UC, SIP trunk, VOIP. Capture wherever your business conversations occur.

Record all conversations

The more recordings you make across all endpoints, the better Dubber AI understands your business via powerful Machine Learning algorithms.

Create meaningful alerts

Don't let rich data go to waste. Create meaningful alerts to be informed of conversations as they happen.

Integrate with your preferred tools

Create conversational insights dashboards with Tableau, Google Data Studio, or your preferred BI product. Get Dubber's Salesforce app for instant in-app data. Easily stream conversational data into your enterprise applications.

Train and tailor AI

Invest in advancing AI through customised training to identify your organization's unique brands, phrases and terminology.

“Dubber has been the next level for customer service performance and we now have more structure in our training. Dubber is filling in the gaps in knowledge”



Danielle Harvey,

Customer Services Coordinator, Devonport City Council



Unlock intelligence from every conversation with Dubber AI



Learn more about Dubber AI and how Conversational Intelligence can empower you to achieve your outcomes.

Dubber AI allows you to gain actionable insights from every conversation.

Discover data insights from conversations and create workflows to increase revenue, performance, wellbeing, customer satisfaction, compliance and efficiency. Use our Unified Conversational Recording solution powered by Dubber AI to get that final missing piece of the puzzle when it comes to Business Intelligence.

Switch on near-real-time data-infused transcription across networks, apps and technologies, with AI that brings flat text transcriptions to life via intelligent metadata and markups.



Contact us today for a consultation with one of our expert voice data solution specialists or visit **dubber.net** to learn more





About Dubber

Dubber is unlocking the potential of voice data from any call or conversation. Dubber is the world's most scalable Unified Call Recording service and Voice Intelligence Cloud adopted as core network infrastructure by multiple global leading telecommunications carriers in North America, Europe and Asia Pacific. Dubber allows service providers to offer conversational recording from virtually any source – turning them into AI-enriched insights for compliance, revenue, customer and people intelligence. Dubber is a disruptive innovator in the multi-billion-dollar call recording industry. Its Software as a Service offering removes the need for on-premise hardware, applications or costly and limited storage.

visit dubber.net for more

Sources:

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