

Proactive detection of quality issues in captured audio to enable fast resolution and minimise impact on the business use-cases underpinned by voice data sets.



Quickly identify call recordings with the potential to impact Voice of the Customer (VoC), agent experience, and compliance initiatives with audio quality assessment.

Quality of Recording (QoR) leverages algorithms to 'listen' to recordings processed by U-Capture to check for and alert on underlying audio quality issues – such as white noise – so they can be detected early and steps can be taken to resolve them promptly.

Why Quality of Recording matters

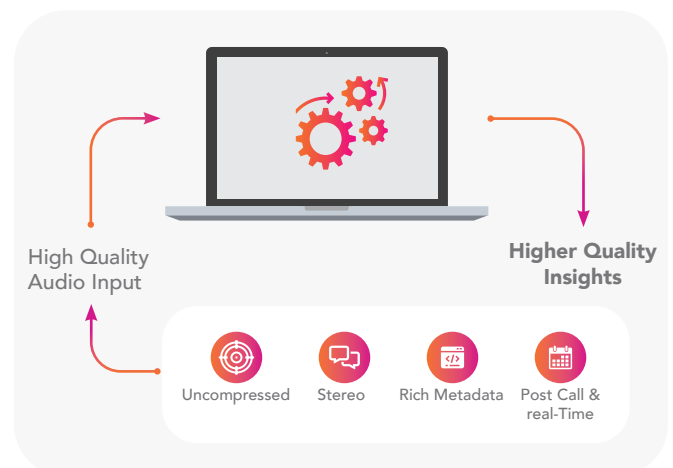
Organisations have call recording in place to capture and monitor interactions - supporting more traditional use cases such as Quality Assurance and compliance - to the accelerating adoption of speech analytics and voice-AI.

Whether call recordings are underpinning adherence to regulatory obligations or speech analytics and AI initiatives, the detection of silence or white noise in a captured audio file alerts organisations to potential quality issues that could result in non-compliance or data loss, so that underlying causes can be identified and fixed as quickly as possible.

Quality IN = Quality OUT

With AI and analytics applications only able to generate insights as good as the data they are fed, Uniphore provides 'AI-ready' data foundations to enable organisations to tap into the analysis of conversations at scale through the capture of uncompressed, high-quality, stereo audio.

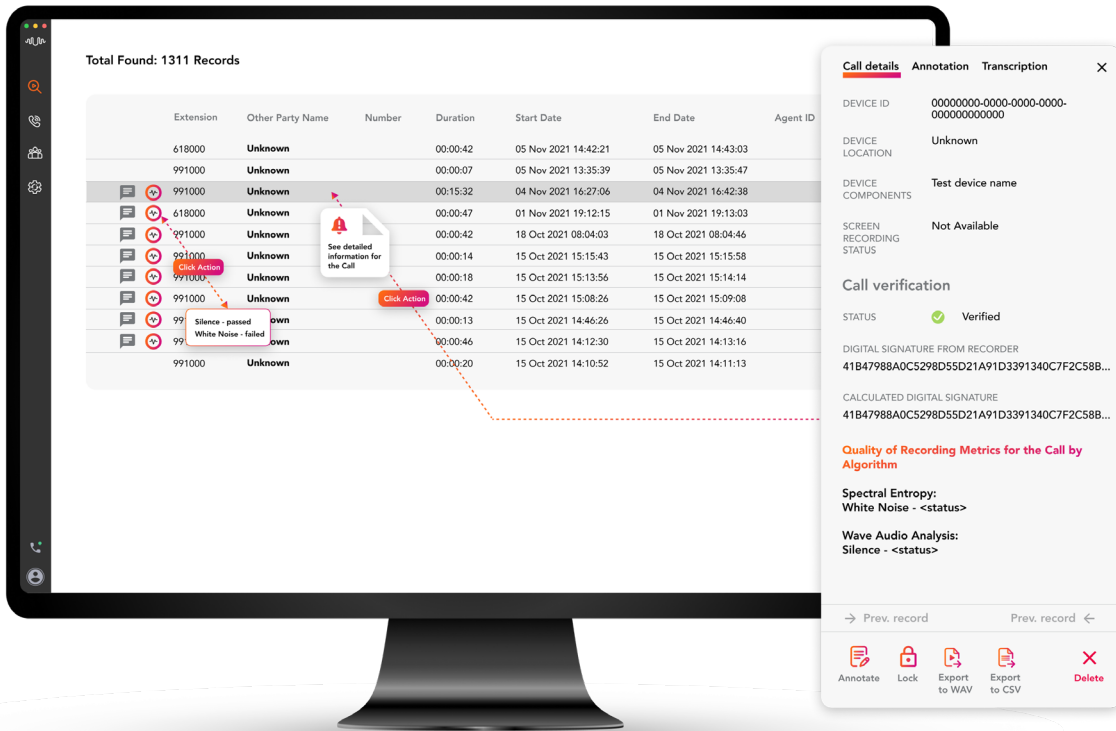
The Red Box QoR capabilities enhance capture for AI by enabling data quality to be maintained to feed into AI and analytics engines and underpin the insights and ROI generated from voice data sets.



Quality of Recording: Key Features and Benefits

- Automate call quality assessment
- Quickly identify potential issues through the detection of white noise and silence
- Get instant Health Monitoring Alerts on potentially impacted calls
- Take fast action to resolve any issues impacting call quality
- Minimise the impact on any business use case leveraging these recordings

Health monitoring in action



Total Found: 1311 Records

Extension	Other Party Name	Number	Duration	Start Date	End Date	Agent ID
618000	Unknown		00:00:42	05 Nov 2021 14:42:21	05 Nov 2021 14:43:03	
991000	Unknown		00:00:07	05 Nov 2021 13:35:39	05 Nov 2021 13:35:47	
991000	Unknown		00:15:32	04 Nov 2021 16:27:06	04 Nov 2021 16:42:38	
618000	Unknown		00:00:47	01 Nov 2021 19:12:15	01 Nov 2021 19:13:03	
991000	Unknown		00:00:42	18 Oct 2021 08:04:03	18 Oct 2021 08:04:46	
991000	Unknown		00:00:14	15 Oct 2021 15:15:43	15 Oct 2021 15:15:58	
991000	Unknown		00:00:18	15 Oct 2021 15:13:56	15 Oct 2021 15:14:14	
991000	Unknown		00:00:42	15 Oct 2021 15:08:26	15 Oct 2021 15:09:08	
99	Silence - passed	down	00:00:13	15 Oct 2021 14:46:26	15 Oct 2021 14:46:40	
99	White Noise - failed	down	00:00:46	15 Oct 2021 14:12:30	15 Oct 2021 14:13:16	
991000	Unknown		00:00:20	15 Oct 2021 14:10:52	15 Oct 2021 14:11:13	

Call details | Annotation | Transcription

DEVICE ID: 00000000-0000-0000-0000-000000000000

DEVICE LOCATION: Unknown

DEVICE COMPONENTS: Test device name

SCREEN RECORDING STATUS: Not Available

Call verification

STATUS: ✔ Verified

DIGITAL SIGNATURE FROM RECORDER: 41B47988A0C5298D55D21A91D3391340C7F2C58B...

CALCULATED DIGITAL SIGNATURE: 41B47988A0C5298D55D21A91D3391340C7F2C58B...

Quality of Recording Metrics for the Call by Algorithm

Spectral Entropy:
White Noise - <status>



Wave Audio Analysis:
Silence - <status>

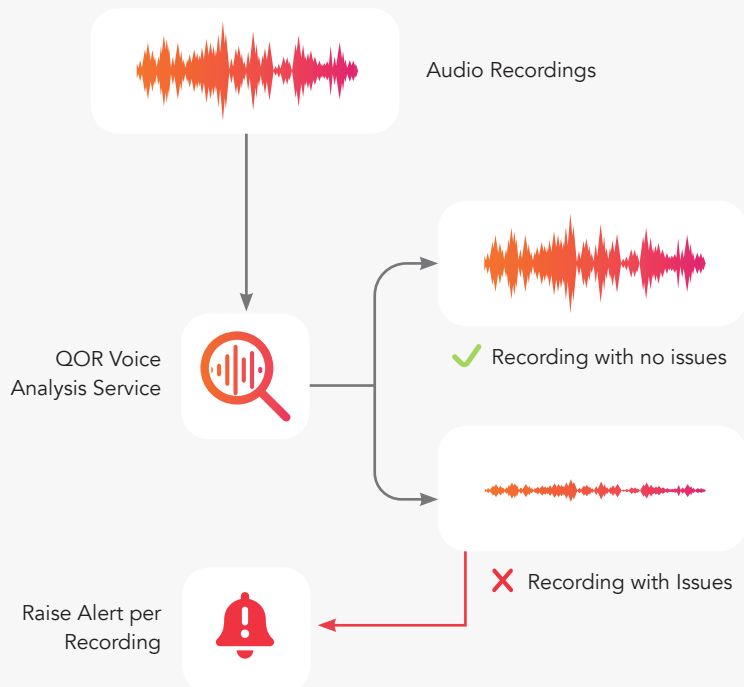
→ Prev. record Prev. record ←

Annotate Lock Export to WAV Export to CSV Delete

Quality of recording architecture

QOR has two main quality metrics:

- 
'Call is silent' detection
 For example, silent detection can be activated in conditions where someone changes a firewall and RTP traffic is lost.
- 
White noise detection
 For example, to cover a codec mismatch.



About Uniphore

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.