CAS CI-VoiceVerify

Verify who was speaking and when on trader conversations

Solution Sheet

Highlights

- Segment conversations by speaker
- Verify speaker identity on calls
- Focus transcription resources on spoken content
- Process live calls through IPC's RTAF
- Handle voice recorder files

Head of Desk Drivers

- Link conversational AI output with speaker identity for enhanced insights

Trader Voice Owner Drivers

- Reduce costs for transcription and NLP by only processing audio containing speech

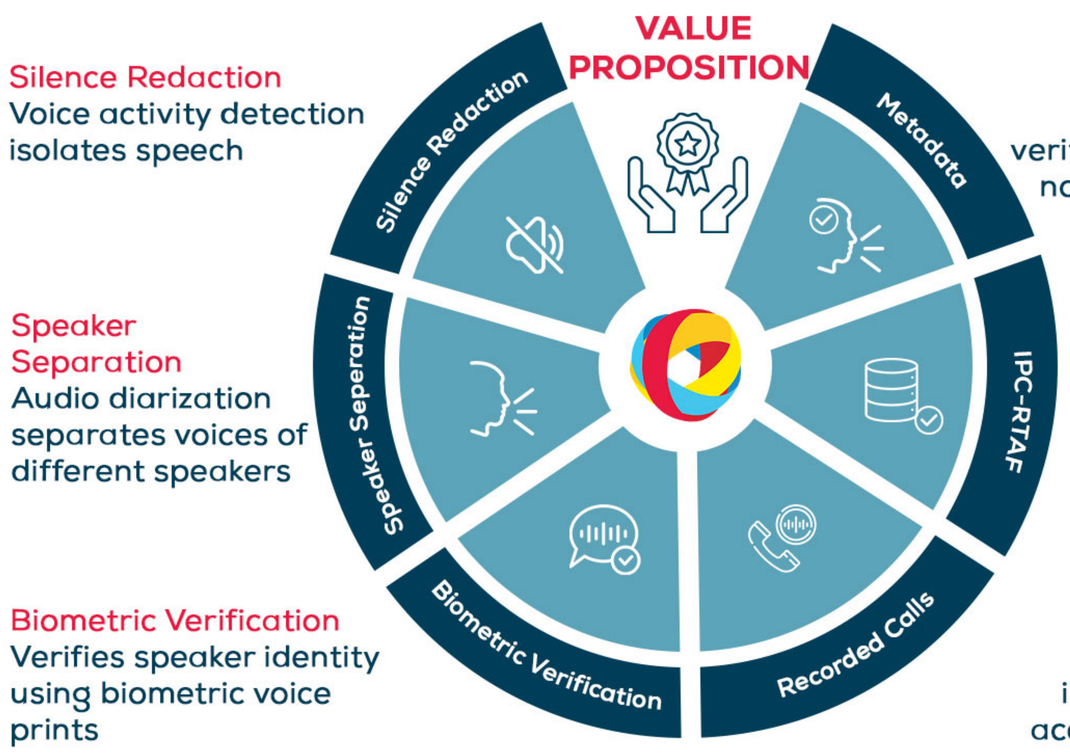
Compliance Drivers

- Link compliance impacting conversations to biometrically verified identity

CAS CI-VoiceVerify gives customers the ability to analyse conversations, detect when someone was speaking and to biometrically verify the identity of the speaker.

Trader conversations contain valuable information to help organisations manage compliance or uncover valuable business insights.

The impact of insights can vary significantly depending on the identity of the speaker. The same phrase could have varying levels of significance depending on whether it was said by a trader or a client.



Silence Redaction
Voice activity detection isolates speech

Speaker Separation
Audio diarization separates voices of different speakers

Biometric Verification
Verifies speaker identity using biometric voice prints

Metadta
Provides user verification synced with normalised metadata

IPC-RTAF
Integrates with IPC RTAF for higher quality data

Recorded Calls
Voice recorder integrations provide access to historic calls

The CAS CI-VoiceVerify process involves three steps:

- Voice activity detection – locate segments of speech in audio
- Diarization – separate out speech from different speakers
- Biometric verification – score each speech segment against expected user voice biometric templates.

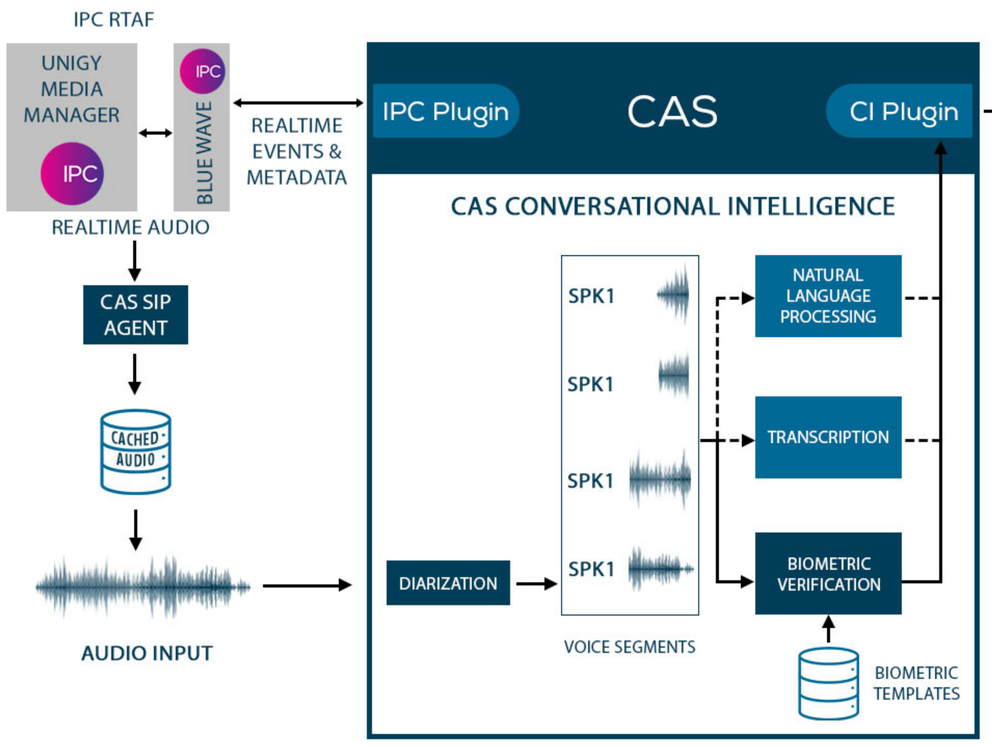
CAS CI-VoiceVerify can process both live conversations through IPC's Real Time Audio Feed (RTAF) as well as historical recordings extracted from voice recorders.

Applying audio segmentation and biometric verification to IPC RTAF input provides higher quality audio and richer call event data to for more accurate verification.

Today Challenges & Risk

Trader conversations often contain a wealth of information for optimising processes, maximising profits or managing compliance. With shared lines and single channel voice recordings, the challenge is knowing which parts of a conversation are potentially useful and identifying the speaker.

CAS-CI VoiceVerify for IPC Real Time Audio Feed

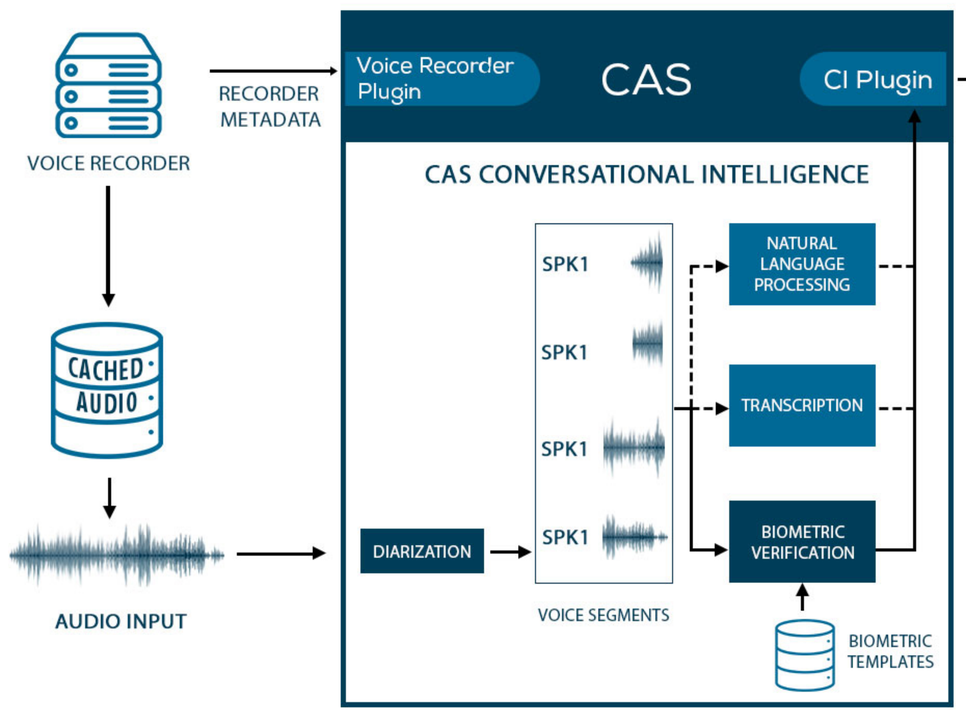


BIOMETRIC SEGMENTATION OUTPUT

SEGMENT	START	STOP	USER	SCORE
1	120.34	122.65		
2	124.03	125.96	TR1234	0.92
3	127.44	133.52		
4	135.10	143.91	TR1234	0.95

- Integration with IPC Bluewave API
- Synchronisation with full call event history and metadata
- Biometric verification of voice segments for enrolled users
- Eliminate costly processing of non-speech audio

CAS-CI VoiceVerify for Voice Recorders



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- Integrates with trader voice recording systems
- Synchronised with recorder metadata
- Processing of historical voice records
- Biometric verification of voice segments for enrolled users
- Eliminate costly processing of non-speech audio

About comitFS

comitFS is a market leader in providing customers with a single middleware that ensures regulated conversations on devices work seamlessly within customer applications. Today 5 of the worlds Top 10 Investment Banks choose comitFS.

comitFS is unique, in that our API middleware, CAS (Common Application Server), spans all major turret vendors and digital workplace operators including IPC, BT, Cisco, Avaya and Microsoft Teams. CAS improves the workflow for multiple personas in wealth, private, corporate and investment banking. The CAS platform provides a range of benefits across the organisation:

- Accelerate development and agility, providing developers a single API to code against
- Control costs, CAS software scales across multiple user personas driving savings
- Mainstream digital first plans, blending high touch conversations with desktop apps
- Supporting regulatory requirements, ensuring media remains on the regulated user device.

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