

# Audio Transcription



## LumenVox Audio Transcription

LumenVox introduces its **NEW** Audio Transcription Service designed to address a growing solutions need for businesses with transcription challenges. Whether you need to transcribe a few audio files or many long freeform voicemail messages, our service can quickly and accurately transcribes audio files for you. We transcribe audio files from lectures, interviews, podcasts, conference calls and focus groups virtually in any format.

### Audio Transcription Services

LumenVox offers a variety of transcription services:

- **Speech Tuning.** Transcribing recorded utterance files is a necessity to ensure that a system using speech recognition software is working correctly. LumenVox transcribes utterance files in many formats including LumenVox native format and raw audio.
- **Freeform Audio.** Many IVR and speech systems allow callers to record freeform messages outside of normal directed dialog. Agents are typically responsible for transcribing these longer audio files. LumenVox can transcribe these files faster and more cost effectively than agents. Upload audio to us, and we'll return the text.
- **Speech Analytics.** Many companies record call center transactions for data mining, security and quality control purposes. Send recorded calls to LumenVox for transcription and we'll return large text databases ready for analytics mining.
- **Voicemail Transcription.** For customers who prefer e-mails instead of voicemails, LumenVox transcribes complete voicemail messages to text format.

- **Acoustic Model Development.** For LumenVox Speech Engine users we offer customized acoustic models that give higher accuracy for specific languages and domains. The first step to creating these models is transcription of large numbers of audio files. If you are currently using speech recognition and would like to improve the accuracy, talk to us about customized acoustic models. We will work with you to collect and transcribe audio, create a custom model, and deliver significant accuracy improvement.

### Key Features

- Sending audio files is easy and convenient by using our web service API to enable integration with existing systems, manually upload through a normal web page, or even use FTP/SFTP to upload in bulk
  - We accept audio formats including U-Law/A-Law, MP3, PCM, .wav and many more
  - If you are using the LumenVox Speech Engine in conjunction with your transcription just send us the .callsre log file generated by the Engine which can be transcribed without extracting audio
  - If you are working with the LumenVox Speech Tuner, use the "Send to LumenVox" feature for quick file upload
  - Speech Tuner database files can be returned as transcribed databases. Load the database in the Tuner and begin tuning and generating accuracy statistics
- LumenVox offers turnaround times, accuracy commitments, and cost-effective transcribing to meet your business needs.

## LumenVox Speech Tuner

The LumenVox Speech Tuner is designed to perform tuning and transcription, as well as instant parameter, grammar, and version upgrade testing of any speech recognition application. It reduces the work of your post-deployment application revisions and allows you to bring tuning in-house, avoiding costly professional service fees.

- Analyze each stage in the call process.
- Transcribe audio data, make pinpoint adjustments, and immediately measure the effects on the overall performance.
- Test design and development decisions of new applications, using data from deployed applications.

## Answering Machine Detection

LumenVox's Answering Machine Detection (AMD) technology delivers outbound messages by detecting answering machine and voicemail tones. The AMD is tested at 94%\* accuracy.

Our tone-based detection is a significant innovation compared to many other energy-based answering machine detection technologies. The LumenVox AMD actually listens to tones facilitating more reliable and highly accurate message delivery. Since LumenVox is listening for the beep, your outbound dialing application won't know it's connected to a voicemail system at the beginning of a call. With higher tone-detection accuracy your message sounds more professional because it starts precisely where it should.

Other answering machine detection systems attempt to measure the duration of the called party's speech to determine whether it is a live person or a machine. This is a highly imprecise method prone to failure. The new LumenVox AMD is simple and effective.

\*94% measured in large scale testing, based on recordings of actual calls. Accuracy may vary.

## LumenVox Text-to-Speech Server

The LumenVox Text-to-Speech Server (TTS) provides text-to-speech synthesis, turning written text into spoken speech. It supports the Speech Synthesis Markup Language (SSML), a way to format text within XML to control the pronunciation of words, but it can also accept plain text in order to perform synthesis. As with the LumenVox Speech Engine, the primary method of interacting with the TTS Server is through the Media Server, in which case synthesized audio is provided back to the client application as an RTP stream.

The TTS Server requires one or more voice packages, which are additional modules that can be downloaded and installed in a manner similar to the LumenVox Speech Engine's language packages. These voices provide support for different languages and also provide different voices for a single language. For instance, American English has support for a variety of male and female voices to suit a user's exact needs.

## Why Choose LumenVox

### Core Technology Experience

- Ten years creating carrier-grade ASR software
- Produced speech applications in many countries

### Accuracy and Reliability

- Certified as amongst the most accurate and reliable ASR products in the industry

### Leading Edge Technology

- Most powerful Speech Tuner in the industry
- Only major ASR vendor to offer 64-bit
- Most realistic, natural-sounding TTS

### Cost-Effective and Flexible

- Multiple ways of billing and licensing
- Proven cost-effective and high-value

### Hosting Experts

- Nearly twenty years of hosting experience, processing billions of minutes per year

Speech Engine

Speech Tuner

Text-to-Speech

AMD

**LumenVox**<sup>®</sup>  
Speech Understood



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