



## Veriscope: our speech recognition module

### Summary

Veriscope, our speech recognition module, will automatically listen to all your recorded calls and identify key words and phrases.

### How does Veriscope work?

- > It can alert users to when certain phrases or words are (or are not) used and will let users search as many conversations as required for a given word or phrase.
- > Veriscope can also automatically categorise recorded calls, based on their content. For example, you may wish to know how many sales calls are being taken. Or you might know that any call containing the phrase "what is your card number?" is a sales call.
- > Veriscope will automatically listen to and report the number of sales calls – and of course, you can listen to them all.
- > And Veriscope is agent-independent which means that it works in the background and no training is required in order to use it.

Veriscope can be implemented with no changes to your existing IT systems, scripts or to agents' behaviour. Veriscope is an optional element of Veritape and could deliver significant benefits to your business.

For further information, visit [www.veritape.com](http://www.veritape.com) or call **0845 899 5500**.