



CAS Conversational Intelligence

Extract context, meaning and biometric identity from voice conversations

Solution Sheet

Highlights

- > Offering realtime and post call analytics
- > Modular framework enabling best of breed
 - > Transcription
 - > NLP
 - > Sentiment Analysis
 - > Biometrics
 - > Audio Quality Scoring

Sales, Wealth and Front Office

- > Expedite, simplify and improve the task of capturing core call data
- > Taking voice workflow integration beyond CTI

Risk and Compliance

- > Delivering a means to search, index, cross check notes and inputs driven from the spoken word

Risk and Compliance

- > Aiding the process of checking quality
- > Providing a framework for the integration of new services across the bank

CAS-CI builds upon the modular CAS framework, providing a rich platform for the implementation of services capturing data from voice conversations

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.

Creating Value across the call lifecycle

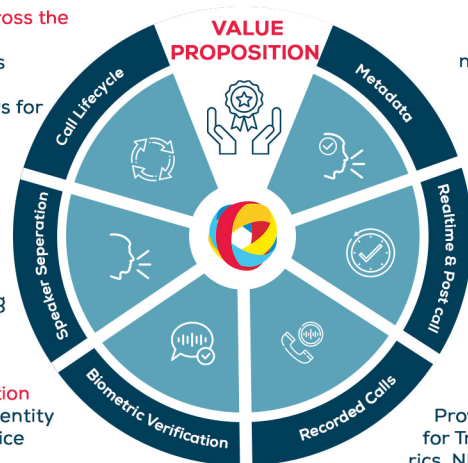
Enabling use cases through common interfaces and AIPs for front, middle and back office

Speaker Separation

Leveraging the CAS WF plugin to add context during and post call

Biometric Verification

Verifies speaker identity using biometric voice prints

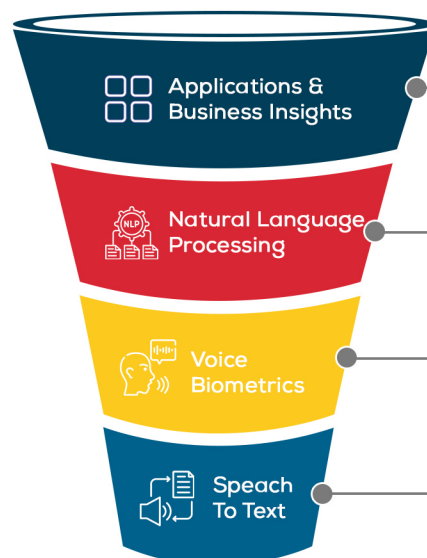


Metadata
Integrates with normalized ComChain Schema

Realtime and Post Call
Integrates with real time audio stream and recorded files

Modular Framework
Provides inbuilt modules for Transcription, Biometrics, NLP and Audio Quality Analysis with options to integrate with additional modules

A holistic environment for capturing context from the spoken word



Application specific business rules generate actionable insights

Machine Learning pipelines identify meaningful entities and sentiment from text

Biometric verification ensures trust in the claimed identity of the speaker

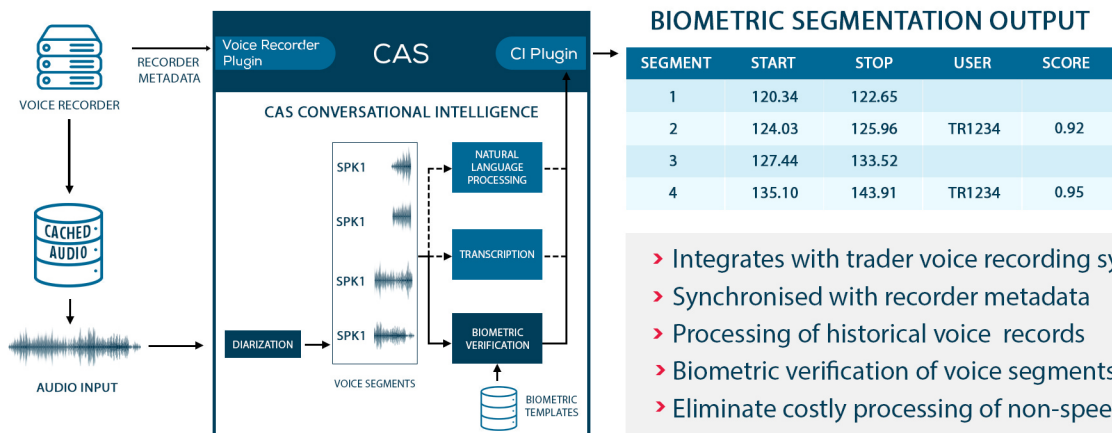
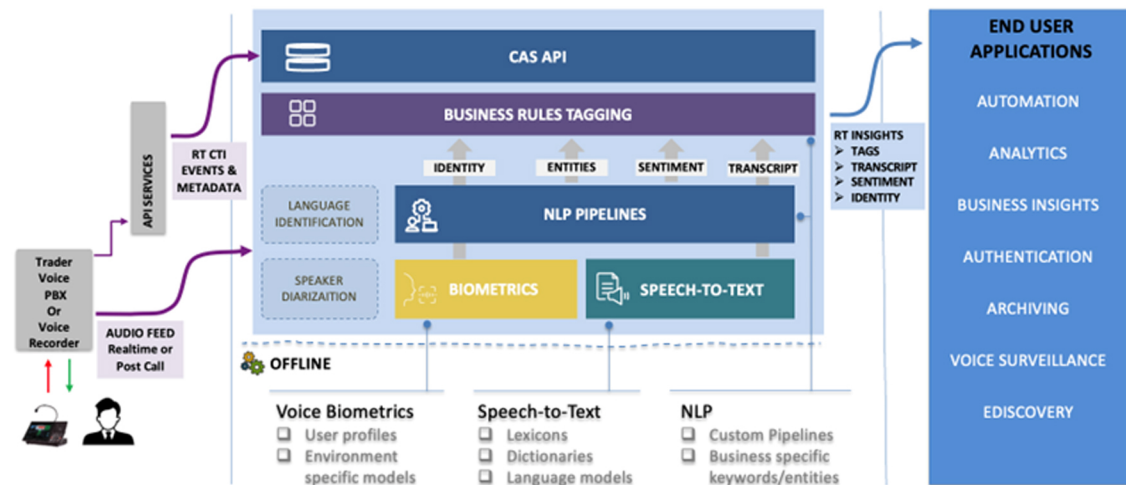
Automatic speech recognition engine captures transcripts of voice conversations



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.

“A 1/3 of trades are still conducted by voice, manual booking or post-process trade”



- > 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 turrent 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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WORKFLOW

OVERSIGHT

