DISCOVER ZEN3

INDUSTRY–LEADING TECHNOLOGIES | PROVEN BEST PRACTICES | GLOBAL REACH

FROM SPEECH TO INSIGHTS

TRANSFORM YOUR SPEECH DATA INTO BUSINESS INTELLIGENCE

ABOUT SPEECH SERVICES

The speech data you own and collect in-house is an incredibly rich information source. However, annotation is an important step before your machine learning (ML) models can make sense of it.

ZEN3 has a proven ability to collect, translate and transcribe, and annotate large voice datasets. We decipher vast repositories of customer speech interaction data to help you make data-powered decisions and delight customers. Our speech services also help you leverage conversation analytics to automate workflows, optimize resource utilization, and increase revenues while ensuring compliance.

We work with you to understand your broader strategic priorities and apply our in-depth experience and custom toolsets to deliver a more efficient data pipeline.

SPEECH SERVICE PORTFOLIO

ZEN3 provides comprehensive speech data services—from providing the collection of speech data in a variety of situations, languages, and countries; to the people and processes required to annotate it. Finally, we provide ML engineers who can build market-ready models.

Our collection and annotation services are augmented by the use of DataMime, a fully configurable speech annotation solution. Our experience in this area is evidenced through many readymade models available through our Sayint platform.

We build all of this to help you either find the right data for your speech ML models, leverage our services to annotate your speech data for your models, or to use the readymade models provided by us. You can choose the level of engagement with us.

DATA COLLECTION

Our exhaustive data collection offerings ensure high-quality data delivery, even while performing multiple large-scale data collection efforts simultaneously.

We collect and track audio data over different formats of speech like phrasal, directed, conversational, telephonic, and spontaneous. The data collection ranges from:

- Direct collection
- Meeting room recordings
- Studio recording
- Contact center recording
- Crowdsourced utterance

Our full-featured portfolio supports extraction of useful, meaningful, and relevant audio data in various acoustic environments across multiple channels with ease. To ensure the collected data makes sense to your technology, we work with you to determine what type of data you need and what is the objective of the data to be collected.

TRANSLATION AND TRANSCRIPTION

Our expert linguists and language specialists can execute highly localized data initiatives using proven custom tools and quality assurance controls.

With a large pool of linguists in many languages and the platform to onboard specialists for other languages, we perform translation and transcription efforts for diverse dialects in over 14 markets across the world. We specialize in more than 20 languages to accurately translate from one language to another without losing context.

ANNOTATION AND LABELING

We provide high-quality linguistic and semantic annotation for your ML models to transform raw conversations into valuable insights. We have trained our in-house speech engine with several thousands of hours of data so that it can automatically detect and assign keywords to tags and augment manual effort.

Our annotation and labeling services cover:

- POS (Parts of Speech)

- NER (Named Entity Recognition)

- BOI (Beginning, Outside, Inside)

- Morphological annotations and many others

Our detail-rich annotation and labeling services also include acoustic tagging, silence detection, speaker ID/tagging, emotion and intent determination, and much more.

READYMADE MODELS

We use various custom APIs to design readymade models for you to get started and address your specific business needs.

PII Redaction

PII redaction is an essential element of all our speech services. Also offered as a service, it is achieved through our highly customizable NER model. The NER model lets you identify all elements within your data that you would like to redact or remove before exporting or storing them.

Compliance-as-a-Service

Our compliance-as-a-service (CaaS) helps customer care centers comply with regulations and standards, no matter how stringent or comprehensive. CaaS identifies business process adherence in customer service representatives' calls, both pre-recorded and in real-time.

It also allows you to dynamically score agents, on the number of lapses, form filling errors and script mismatches and many other custom metrics to help analyze agent performance.

Speech to Text (STT)

Our transcription API enables users to transcribe audio data ranging from phrasal, conversational, telephonic, multi-speaker conversations and meeting room scenarios. STT can process audio in real-time as well as pre-recorded data from different audio sources.

The API can be customized to improve base-speech models and overcome speech recognition barriers, such as the style of speaking, vocabulary, speaking rate, business and market domain knowledge, and background noise.

Meeting Room Summarization

We help developers extract meaning and insights from data, calls, and documents with ease. We convert heavy content, such as meeting room discussions, into chunks of intelligible and easily digestible information. Our process is language-independent and can custom-train your ML models for domain and market knowledge.

Medical Transcription and Medical NER

Using Medical NER, we enable ML models to extract essential information accurately from a doctor's audio notes. Examples of the essential information include medical data such as history, terminology, diagnosis, pharmacological information, and other healthcare-related keywords and medical names that have a high chance of manual error when transcribed by regular NER.

NER-as-a-Service

NER-as-as-Service leverages our vast library of domain-specific entities in various industries, and can be used to train your ML models. It is easy to adapt and customize for your specific domain.

Topic Detection

We apply natural language processing (NLP) to automatically extract meaning from texts by identifying recurrent themes or topics. It allows for identifying topics directly from conversations which would otherwise be impossible to extract manually in the same amount of time.

Sentiment Analysis

We offer a state-of-the-art algorithm through a scalable and secure service to accurately measure the overall opinions, intents, feelings, or attitudes expressed in a block of text or speech data.

Intent Classification

We use advanced machine learning to reveal the structure and meaning in text, thereby declassifying the hidden intent. We automate the analysis, labeling, and organization of text into pieces of consumable information.

Morphological Annotation

Using NLP abilities, we infer grammatical information about words and decode the internal structure of a word to extract its role in a sentence.

Custom Model Building

We enable organizations that are early in their machine learning and AI journey to build high-efficiency ML models to meet specific business by augmenting their technology teams.

PRODUCTS
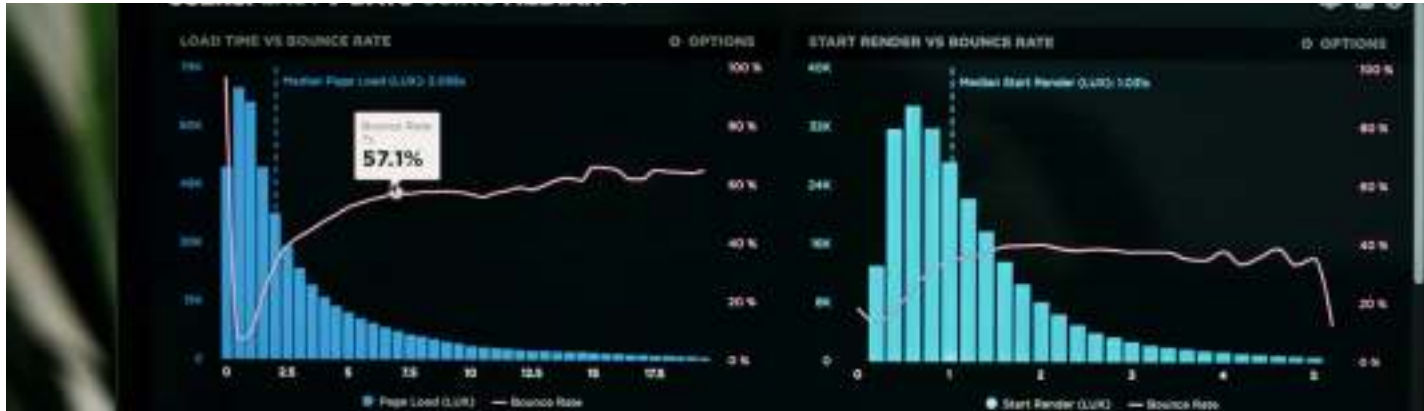
SAYINT CONVERSATIONAL ANALYTICS SOLUTION

Sayint, ZEN3's conversational analytics platform, uses cutting-edge AI, ML, and NLP to generate smart insights from customer conversations and empowers businesses to make data-driven decisions. It transforms your vast repositories of customer interaction data into actionable intelligence by analyzing 100% of conversations.

DATAMIME ANNOTATION TOOL

DataMime is ZEN3's custom annotation and workflow tool. It can collect and annotate a variety of speech formats in over 20 languages. The tool is powered by our exceptional team of linguists, annotators, and quality analysts. We also have our proprietary automated speech recognition and NLP engine for multiple languages and accents.

WHAT SETS US APART

We work with you to understand your data requirements for your ML models and design and deliver custom solutions that are aligned with your business goals. Sayint is an established example of our data service capabilities. We also have our DataMime-driven proprietary tools that drive many of our promised services.

Additionally, several other factors differentiate us significantly from other services providers in the market.

Proven Quality

With over 15 million judgments done for clients in the past three years, we have maintained a robust quality assurance process that drives analysis with more than 95% accuracy. Training ensures consistent analytical standards, bringing individual disagreement rate below 5% across projects.

Talent Advantage

Human-powered data pipelines require committed personnel. We have maintained a 0% attrition rate for our HIL middle management over the last three years, all while scaling up hiring to support data pipelines across the US, Europe, and Asia. Our dedicated talent acquisition teams based in Seattle, Singapore, Hyderabad, and Delhi ensure continued access to premium talent.

Focus on Value

Our HIL projects center on proven cost-management practices, with prices 30-50% below leading competitors. An absolute dedication to process improvements has led to a consistent long-term throughput acceleration across all data annotation efforts. We have even proactively identified new efficiencies for our clients for large-scale labeling efforts by suggesting workflow improvements.

Deep Expertise

With 130+ editorial resources with rich digital and print media experience engaged currently, we have the expertise needed to support even the most complex media-rich data pipelines. Our subject matter expertise is coupled with deep knowledge of the content management tools to administrate these efforts efficiently.

End-to-End Services

Our comprehensive portfolio of services includes collection, labeling, annotation, classification, QA testing, and model building.

Custom Solutions

We understand every enterprise has different data needs. That is why we tailor our solutions in alignment with your business objectives.

Privacy and Performance

At ZEN3, we take privacy and processes policies seriously. Our ISO 27001 and CMMI L3 certifications and undiluted focus on GDR compliance vouch for this.

Exceptional Talent Pool

Our large, in-house talent pool consists of more than 1300 professionals with considerable domain experience and diverse industry exposure.

On-Demand Speech Services Globally

Our presence in five countries and annotation expertise in over 20 languages enable us to provide on-demand speech services across the world.

Internal Training and Quality Process

Our highly trained quality analysts run thorough checks at every stage of the process to ensure a high standard of service.

Efficiency with Cost-Effectiveness

Our specialists are experienced in providing high-quality data solutions at any scale. We have the reputation of delivering efficient data pipelines in a timely and cost-effective manner. .

The Data Services Group

Our data services program has been designed for accuracy and scale and covers all media types. We can collect, annotate, analyze, and deliver data entities, no matter how complex the problem statement. Our comprehensive data support services include collection, translation, labeling, annotation, quality-check and model building.

In addition to annotating all data types, we offer content localization, moderation and contextualization services. Our content moderation services are designed to help ensure that data on your platform follows your content and advertisement policies.

**150 Mn+
Data Tasks
Delivered**

**1300+
Team of Experts**

**20+
Languages**

**13+
Markets**

OUR INFRASTRUCTURE

We have a robust toolkit and in-house expertise needed to handle the full gamut of data types. We have built captive project centers for a few of the most prominent tech giants.

Controlled Access

We have strong safeguards against unauthorized access to the center and client information. Only designated personnel get access through biometric authentication.

Security Compliance

We follow industry-leading practices to make sure your data remains protected. Besides monitoring for imminent threat meticulously, we audit our systems regularly.

Real-Time Monitoring

We analyze 100% of customer interactions in real-time to monitor agent performance, behavior, and service incident. It allows you to solve an issue proactively rather than react to it.

Strong IT Governance

We work with all stakeholders in your enterprise to establish a robust IT governance framework from both strategic and operational aspects and enhance service delivery.

Business Continuity

We have policies and measures in place to ensure continuity of operations even in case of a disaster or outage.

OUR CLIENTS

(Apple)   aws   Microsoft   Adobe   Disney   ORACLE

JPMorgan Chase & Co.   IBM   PACCAR   Qualcomm

salesforce   Starbucks Coffee   Bing   XBOX   Office 365   Deloitte.

KPMG   wipro   Azure   pwc   EY Building a better working world   DBS   SYMETRA

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