

# CARiNA

## Analytics

Powered by  
**aurix**

### Speech Analytics for all Businesses

Automatic searching for phrases and word spotting in your recording systems.




DELIVERING EXCELLENCE THROUGH TECHNOLOGY







ComputerTel













“ True phonetic speech technology that will help you find words and phrases in call recordings to improve operational efficiencies, combat compliance breaches, gain competitive advantage and provide Peace of mind. 

### KEY BENEFITS

-  Phonetic audio search means searches can include non-dictionary terms; people, place, product, organisation names plus slang and jargon.
-  Desktop audio search with a small Installation and operational footprint.
-  No enterprise integration required, leverage your existing infrastructure and audio archive.
-  Available as a stand alone system or part of an integrated recording system.

### FEATURES

-  Easy-to-use desktop application for audio search and review.
-  Support for industry standard audio formats, including; G711, GSM6.10, MP3 & WMA.
-  Analysis of up to 500 hours of audio.
-  Support for more 3000 individual search terms.
-  Unique hierarchy based searching, enables grouping of terms into categories.
-  Supports use of multiple search terms and the combination of terms to provide contextual searching.
-  Built in media player for audio review, providing fast and direct access to search hits.
-  One-click search providing immediate feedback on matching and non-matching files anywhere in the search hierarchy.
-  Direct interaction with the hit results to create new and remove unwanted hits.
-  Export of results for further analysis.

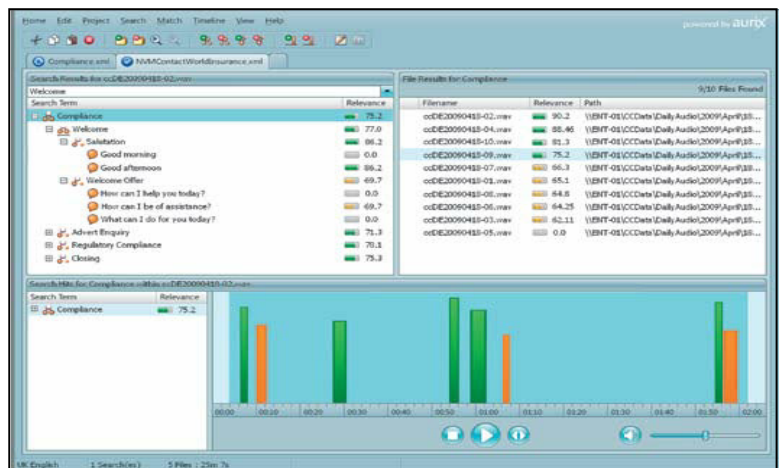
Many organisations in today's highly competitive business environment operate a part of their business on the telephone. This may be conducted through large scale contact centres, internal sales desks, customer service functions and other teams connected to the customer. During these conversations your customers are revealing information about their needs, expressing opinions on your products and/or services and providing intelligence about your competitors. The latent value of these discussions is tremendous. Are you able to release it? All sizes of organisation can benefit from this valuable insight.

In addition, during these conversations, customers are exposed to an experience in dealing with your organisation, forming opinions on which they will base future decisions. Research shows that customers are significantly more likely to "churn" to a competitor based on a poor experience.

Carina Analytics enables you to quickly analyse a set of call recordings for valuable market and competitive information. It can also efficiently, effectively and simultaneously minimise the risk of regulatory compliance breaches and ensure standards of corporate communications policy are met.

Carina Analytics is designed to enable you to define groups of search terms in a hierarchy, providing efficient searching and reviewing of results. These groups can be used to define categories and results are delivered as matches against the category.

To find out how Carina Analytics can discover the valuable intelligence hidden in your call recordings and provide added value to your business, **contact us now to discuss your requirements.**



### SYSTEM REQUIREMENTS

- Windows® XP (SP2)/Windows® Vista (SP1).
- Windows® Media Player 11.
- DirectX® 9.0c Runtime.
- Microsoft® .NET Framework 3.5 (SP1).
- Adobe® Reader 9.0.
- Recommended min hardware: Intel®Core 2 Duo 2.0GHz, 2GB

4Net Technologies  
 First Floor,  
 3 Scholar Green Road,  
 Cobra Court,  
 Trafford Park,  
 Manchester M32 0TR  
 Tel: +44 (0) 8450556366  
 Fax: +44 (0) 8450556377  
 Helpdesk: +44 (0)8450556388

