



Verint Sprachanalyse als Bestandteil der b-next CMC suite

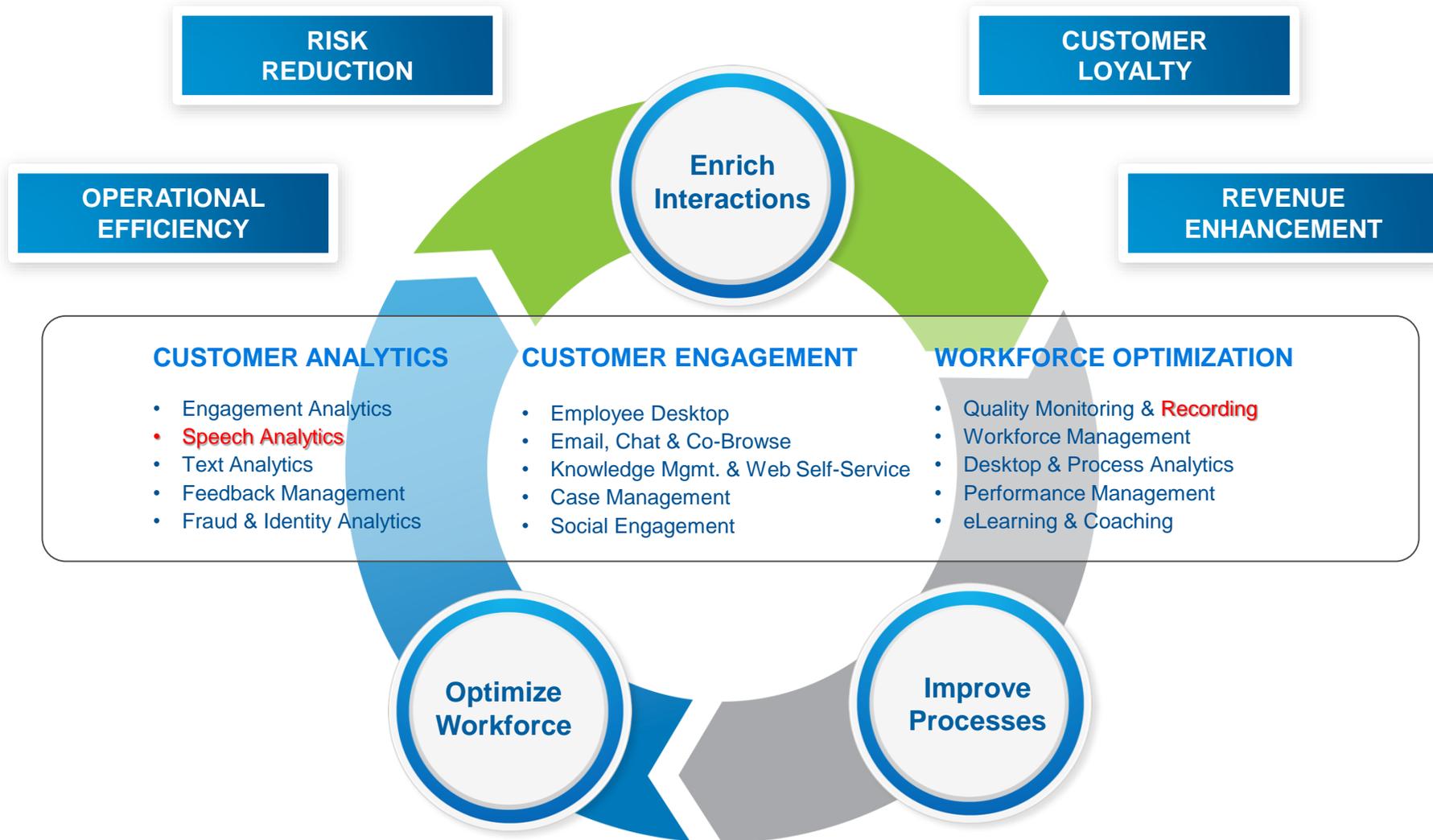
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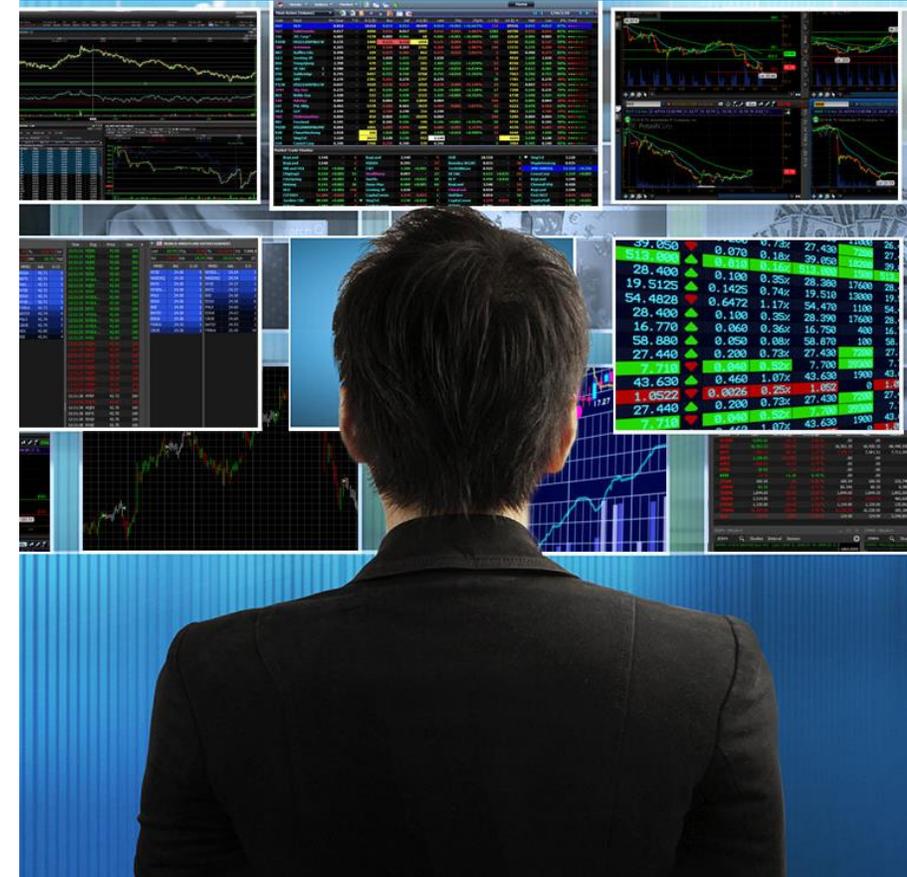


Komplexität im Risk und Compliance Management

- Regularien wie MiFID II oder auch Dodd Frank stellen Unternehmen vor immer neue Anforderungen
- Regulierungsbehörden haben ihre Anforderungen und Prüfungszyklen intensiviert
- die Anzahl der Kommunikationskanäle hat sich vervielfacht und verlagert sich zunehmend
- alle verfügbaren Informationen, aus allen Kommunikationskanälen zielführend zu evaluieren erweist sich für Unternehmen das zunehmend komplex

"If you think compliance is expensive, try non-compliance."

Former Deputy U.S. Attorney General Paul McNulty

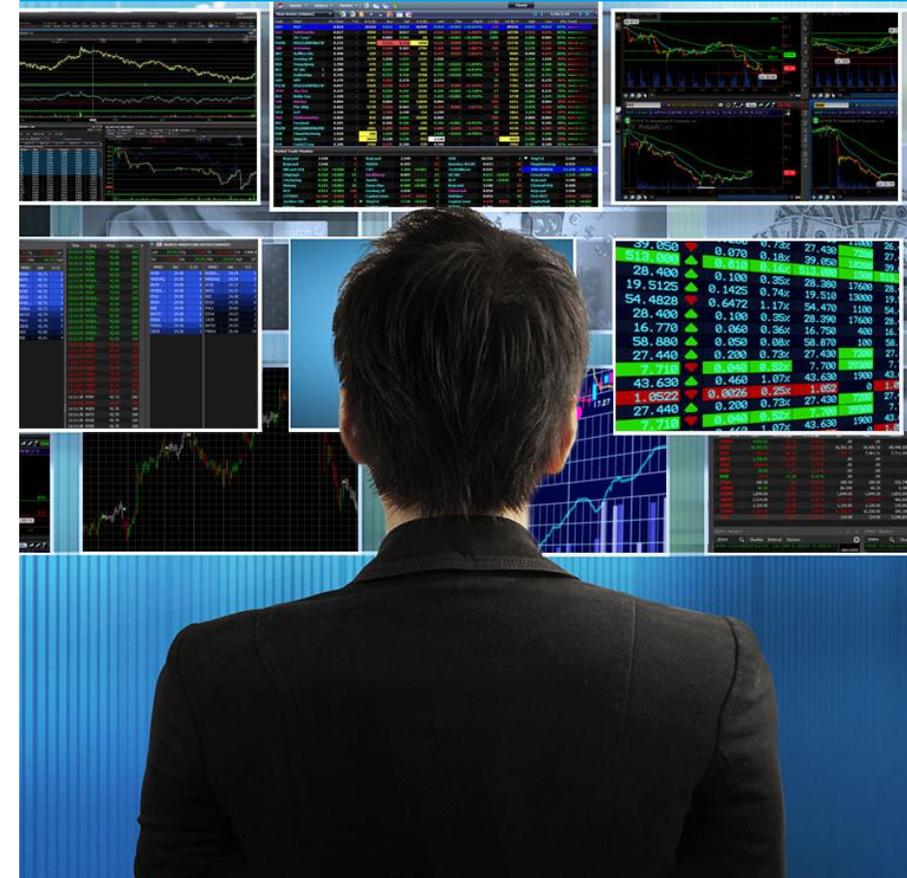


Voice Aufzeichnungen im Risk und Compliance Management

- Gesprächsaufzeichnungen finden auf Basis der vorhandenen Gesetzgebung in den meisten Finanzunternehmen statt
- Voice Aufzeichnungen erfolgen zumeist in separierten Systemen ohne Integration zu Compliance Systemen
- Auf die Frage “Werden Sie Ihre Aufzeichnungen aus?” erfolgt zumeist die Antwort “ab und zu”, “selten” bis hin zu “gar nicht”
- “Voice” wird oftmals als zu komplex empfunden

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Former Deputy U.S. Attorney General Paul McNulty



Menge an Informationen

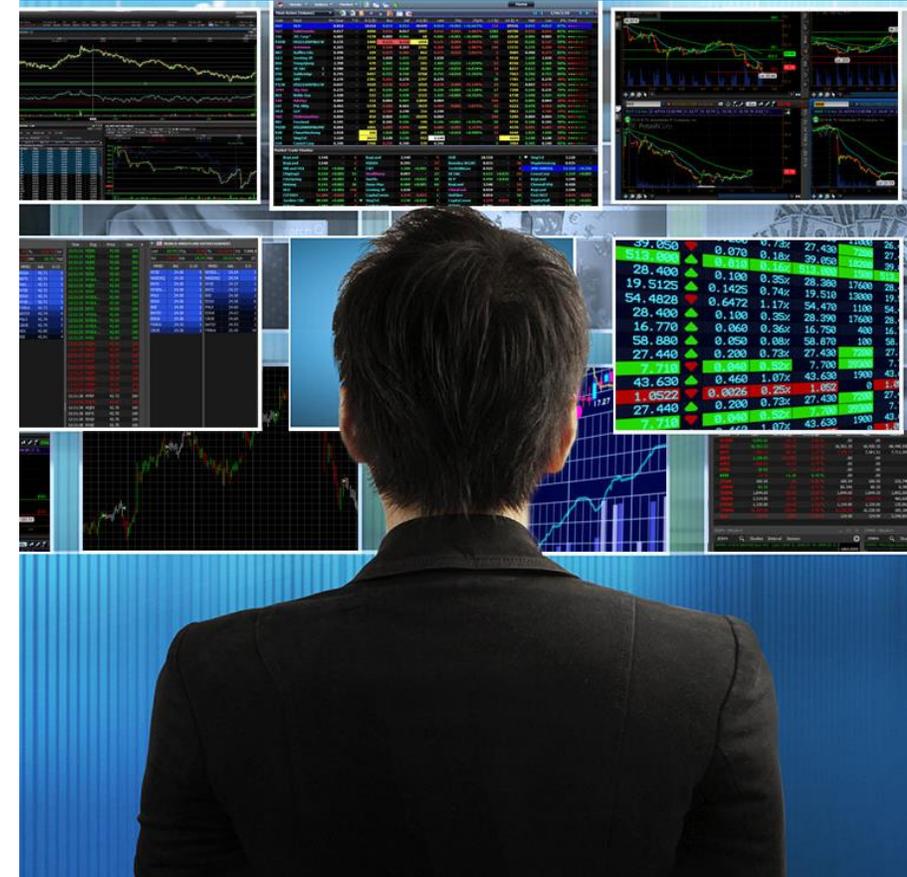
- Gesprochene Wörter pro Minute **ca. 120**
- durchschnittliche Gesprächszeit **6 Minuten**
- Gesprächsminuten pro Tag **12.000**
(Annahme 40 Gespräche pro Händler bei 50 Händlern)
- Worte verfügbar für Sprachanalyse =

1.440.000 TAG

518.400.000 Jahr

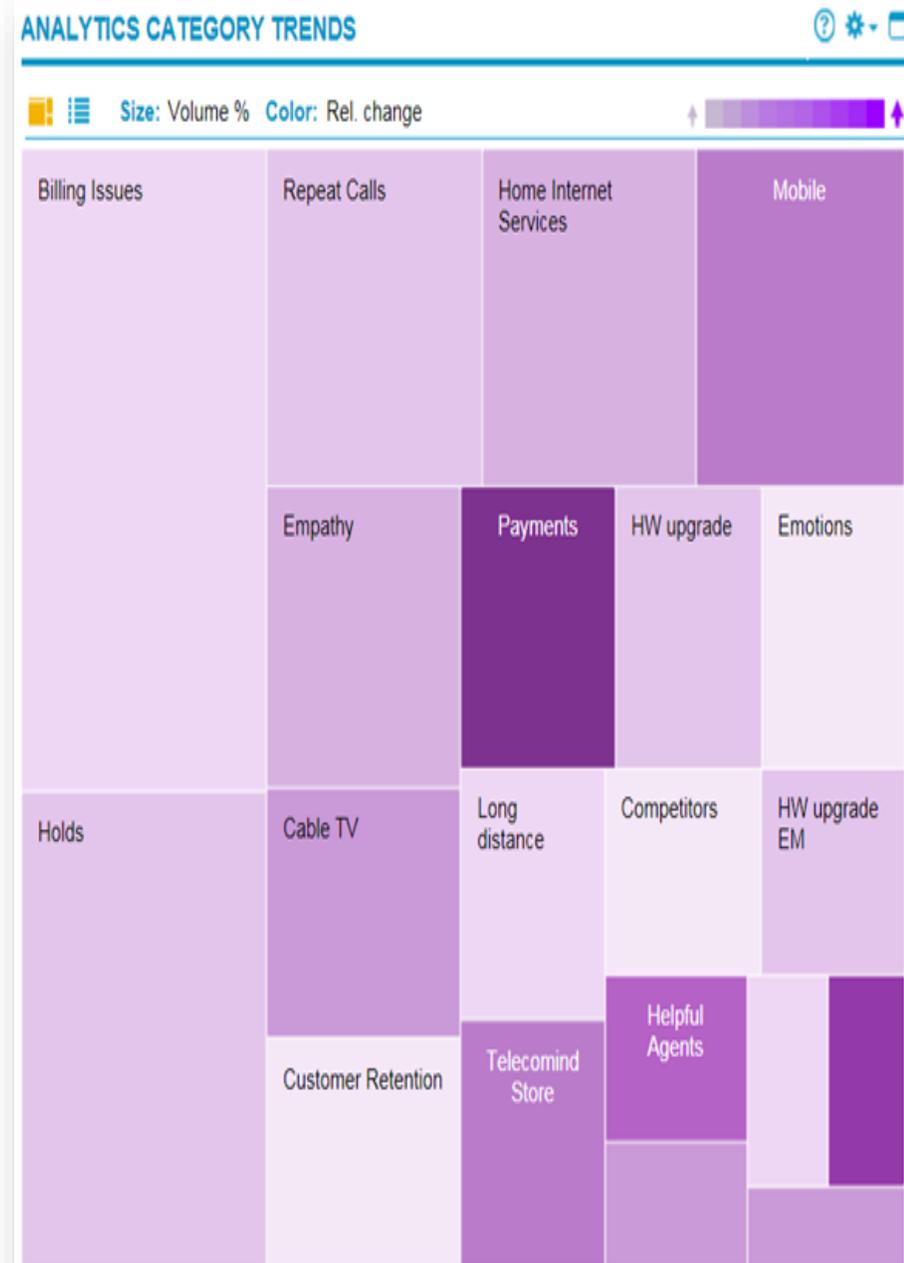
"If you think compliance is expensive,
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Wir möchten Ihnen zeigen das...

- ... es gar nicht so kompliziert ist Gespräche nach Inhalten zu durchsuchen
- ... das es einen Mehrwert bietet den gesamten Inhalt eines Gespräches zu analysieren
- ... auch die im Handel üblichen mehrsprachigen Gespräche sinnvoll ausgewertet werden können
- ... wie man Trends und Muster aus der Menge aller Aufzeichnungen identifizieren kann
- ... wie man Gespräche automatisiert kategorisieren kann



Komponenten der Verint Sprachanalyse

CUSTOMER ANALYTICS

- Engagement Analytics
- **Speech Analytics**
- **Real Time Speech Analytics**
- **Fraud & Identity Analytics**
- Text Analytics

CUSTOMER ENGAGEMENT

- Employee Desktop
- Email, Chat & Co-Browse
- Knowledge Mgmt. & Web Self-Service
- Case Management
- Social Engagement

WORKFORCE OPTIMIZATION

- Quality Monitoring & Recording
- Workforce Management
- Desktop & Process Analytics
- Performance Management
- eLearning & Coaching



- Transcription und Analyse von Gesprächen

Speech Analytics



- Steuerung anderer Systeme, zum Bsp. Knowledge Management, auf Basis des Gesprächsinhaltes in Realtime

Real Time Analytics



- Kunden Identifizierung, Fraudster Erkennung auf Basis von Sprach Biometrie

Voice Biometrics

Summary Verint Speech Analytics for Trading

- Übersetzt bis zu 100% aller Aufzeichnungen und macht die Sprache “durchsuchbar”
 - Aufzeichnungen verschiedenster Aufzeichnungssystemen können verwendet werden
 - bei Mono Aufzeichnungen können die beiden Teilnehmer biometrisch separiert werden.
 - im Handel übliche mehrsprachige Gespräche werden unterstützt
- erste Version des Produktes im Jahre 2004, heute im Jahr 2016 kommt die 5te Version des Produktes zum Einsatz,
 - > 700,000 Channel/User befinden sich global im Einsatz, 25% market share (source DMG Consulting).
 - Offene Schnittstellen welche eine Anbindung zum Bsp. der b-next CMC Suite ermöglichen
 - Aktuell werden über 30 verschiedene Sprachen unterstützt, deutsches User Interface



Before we look at the Verint Interface let's see the integration with b-next's CMC

Integration into b-next CMC

- CMC is the 'single pane of glass' for the Risk and Compliance team
- Verint integrate directly into CMC and pass call transcriptions to enhance the trade alerting
- Calls can be replayed directly from the CMC user interface and shown on a time line with other data
- Call audio is streamed to the CMC interface with user rights, security and retention policies applied
- A full transcription can be shown with key words highlighted
- Greatly simplifies the process of investigating voice alongside trade alerts
- 'Power Users' can also launch the Verint Speech Application if needed for more complex investigations

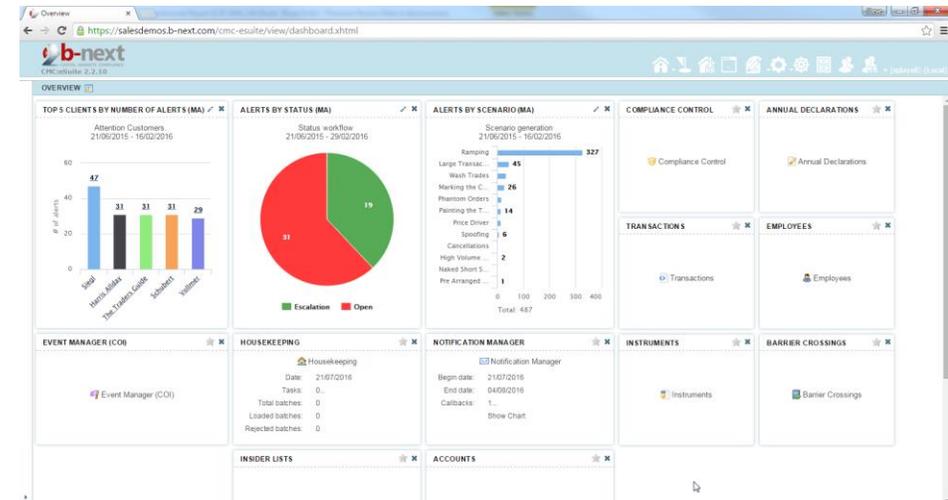


Speech analytics
transcriptions



Call recording
metadata and web
link to recorded call

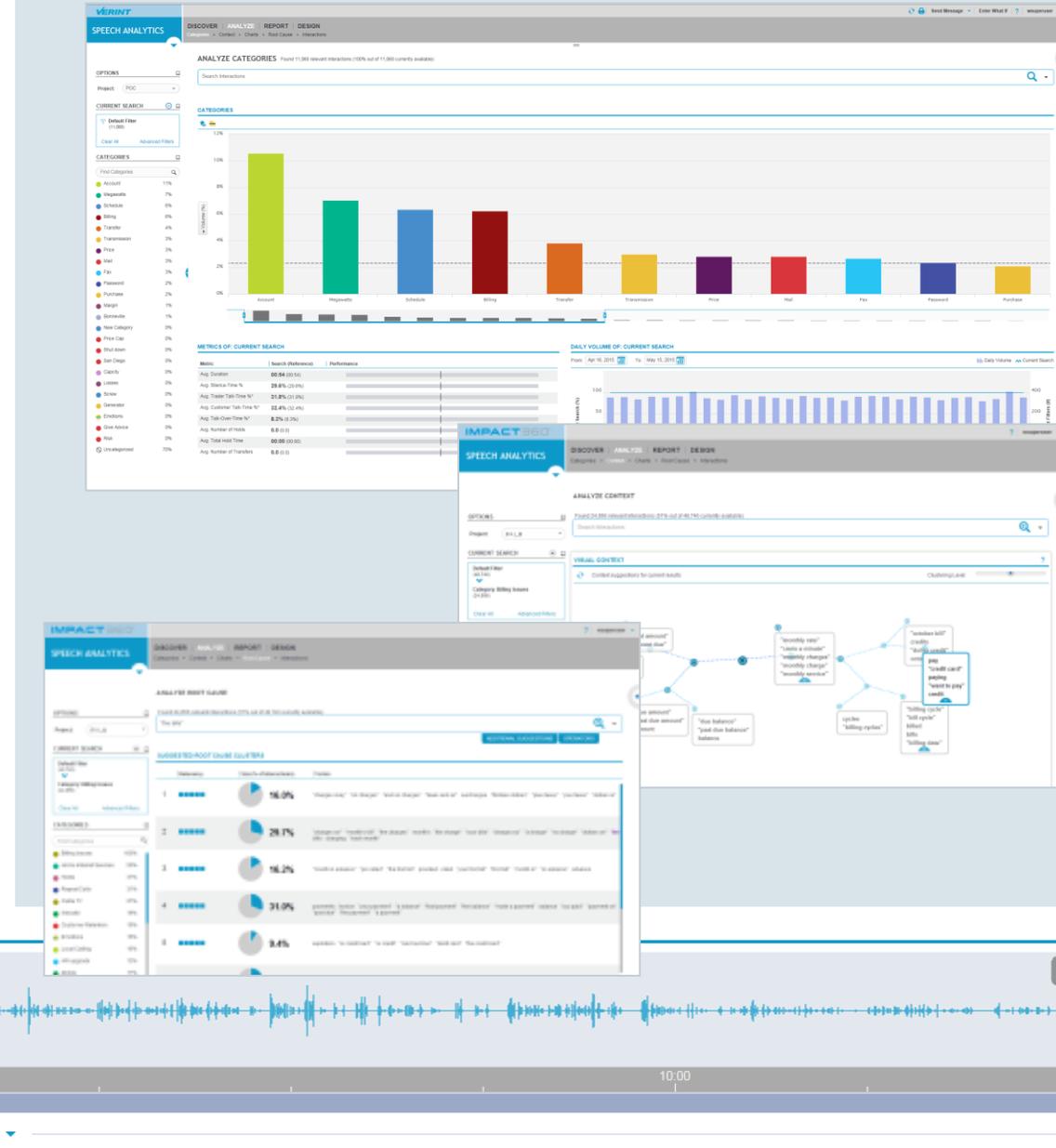
CMC Suite



Verint V15.1 Speech Analytics

New state-of-the-art user interface with easy to use simplified workflow.

- Faster time to insights via intuitive workflows designed around user tasks
- Single Window Web App supported by multiple browsers including Chrome
- Design changes incorporate direct user feedback through formal usability studies
- Unified Player across Apps and flows



INTERACTION | Date/Time: 04/16/2015 03:57:27 PM | Employee: Anitra, Yandell



Guidance with Predictive Search

ANALYZE INTERACTIONS Found 11,068 relevant interactions (100% out of 11,068 currently available)

Meg

Occurrences in the entire project

megawatts	6.7 %
meg	0.6 %
mega	0.4 %
megabytes	0.2 %
megs	0.1 %

Duration



00:13

★★★★★



Anitra , Yandell

05/15/2015 04:55:03 PM

00:10

★★★★★



Anitra , Yandell

05/15/2015 04:51:27 PM

05:52

"exact phrase"

(term a) AND (term b)

A:(terms by Trader)

C:(terms by customers)

(term a) NEAR (term b)

(term a) NOT (term b)

(term a) NOTIN ("term a within a phrase")

[START:100] (terms in the first 100 words)

[END:100] (terms in the last 100 words)

(term a) + (higher weight term)

(term a) - (avoided term)

ADDITIONAL SUGGESTIONS

OPERATORS

INTERACTION | Date/Time: 05/15/2015 04:56:38 PM | Employee: Anitra , Yandell |



00:10

00:00 / 00:13 X 1.0

Speech Analytics Intuitive Navigation

Nested search and data mining

Category filters

ANALYZE INTERACTIONS Found 256 relevant interactions (2% out of 11,068 currently available)

Search Interactions

SEARCH RESULTS

Relevancy	Trader	Local Start Time	Duration	Categories	Keywords Found
*****	Anitra, Yandell	04/16/2015 03:57:27 PM	12:03	Account, Password, Mail, Billing	password:21
*****	Anitra, Yandell	05/09/2015 01:19:47 PM	03:35	Account, Transfer, Password	password:19
*****	Anitra, Yandell	04/20/2015 08:01:15 AM	04:38	Password, Account, Fax, Mail, New Category	password:10
*****	Anitra, Yandell	05/06/2015 03:39:19 PM	12:44	Password, Account, Shut down, Billing, Fax, Mail	password:10
*****	Anitra, Yandell	04/17/2015 12:10:49 PM	02:23	Account, Password, New Category	password:9
*****	Anitra, Yandell	04/30/2015 02:59:00 PM	03:13	Password, Purchase, Price Cap, Account, Billing	password:9
*****	Anitra, Yandell	04/16/2015 12:27:48 PM	02:51	Password, Purchase, Account, Billing	password:9
*****	Anitra, Yandell	05/10/2015 10:52:02 AM	02:19	Password, Account, Billing, New Category	password:9
*****	Anitra, Yandell	04/15/2015 01:51:01 PM	03:56	Password, Mail, Account, New Category	password:9
*****	Anitra, Yandell	04/21/2015 08:45:01 AM	04:46	Password, Account, Mail, Margin	password:9
*****	Anitra, Yandell	04/17/2015 02:48:29 PM	04:51	Password, Account, Purchase, Billing	password:8
*****	Anitra, Yandell	04/26/2015 09:41:20 AM	04:22	Password, Account, Fax	password:8
*****	Anitra, Yandell	04/30/2015 02:36:23 PM	06:25	Account, Password, Transfer, Purchase, New Category	password:8
*****	Anitra, Yandell	04/22/2015 11:47:54 AM	02:57	Password, Account, Shut down, Mail	password:7
*****	Anitra, Yandell	05/10/2015 02:30:46 PM	03:43	Password, Billing	password:7
*****	Anitra, Yandell	04/29/2015 10:08:07 AM	05:34	Password, Billing, Account	password:7
*****	Anitra, Yandell	05/14/2015 02:11:46 PM	08:44	Account, Password, Mail, Billing	password:7
*****	Anitra, Yandell	04/30/2015 02:08:36 PM	02:08	Account, Password	password:6
*****	Anitra, Yandell	05/11/2015 09:53:43 AM	05:21	Password, Account, Billing	password:6
*****	Anitra, Yandell	05/05/2015 03:58:54 PM	01:35	Password, Mail, Account, New Category	password:6
*****	Anitra, Yandell	05/05/2015 09:08:47 AM	03:41	Account, Password, Margin	password:6
*****	Anitra, Yandell	04/20/2015 02:34:31 PM	02:51	Password, Price Cap	password:5

INTERACTION | Date/Time: 04/16/2015 03:57:27 PM | Employee: Anitra, Yandell

Automatic Separation of
Trader and
Counterparty – even
from Mono Source
Audio

Rich insights available visually
directly within the player

Speech Analytics – Transcription View

Searched words are highlighted

Darkness of text indicates level of transcription accuracy

Transcription, separated between Trader and Counterparty

INTERACTION REVIEW

INTERACTION | Date/Time: 04/16/2015 03:57:27 PM | Employee: Anitra, Yandell | [7]

TRANSCRIPTION | EVALUATION / ASSESSMENT

Q Searched Terms Account ***** Billing ***** Mail ***** Password *****

00:01 [A] actually i have the time you know here like you know it says how you know i wanted to have the you know this online and then space verify you know please enter your online account number and password you need the mobile number is located under the three o four done then you go for the page

00:24 [B] okay are you putting in dashes on with the account number

00:30 [A] no

00:31 [B] actually count can you repeat the account number but yes

00:36 [A] the account number is my account number six thank thank you

00:44 [B] and just for clarification whom i speaking with

00:47 [A] because our murphy

00:49 [B] okay that's the account number that i have listed and can you put in your password is

00:55 [A] and the last four

00:57 [B] you have to tell me the password i'm just wondering if you had entered that in

01:01 [A] actually the partial and that's what that she will cost okay let me and okay and then they connect

01:15 [B] sure

01:16 [A] and it says you know that yes sir i do apologise for fine by me for a bank online concepts this on the floor support

01:25 [B] i give it to your regular account just i'll be logging in to your account please

01:30 [A] thank thanks

01:32 [B] using max of money if that's possible

01:37 [A] owen [B]

01:49 [B] website

01:50 [A] yeah i did

01:51 [B] okay

01:53 [A] then you know he is i have do you know i have you me it's not the did the username and the actual number would be

02:02 [B] right the account number is a seven digit number

02:05 [A] yes which one i should on the you know the

02:09 [B] the account number



Summary

Key Points Summary – Speech Analytics



Providing a 'Google Like' search across voice calls



Improving efficiency and reducing time of investigations

SPEECH ANALYTICS



Automatically bubbling up new words and phrases



Fully Integrated into b-next CMC to add voice to trade alerting

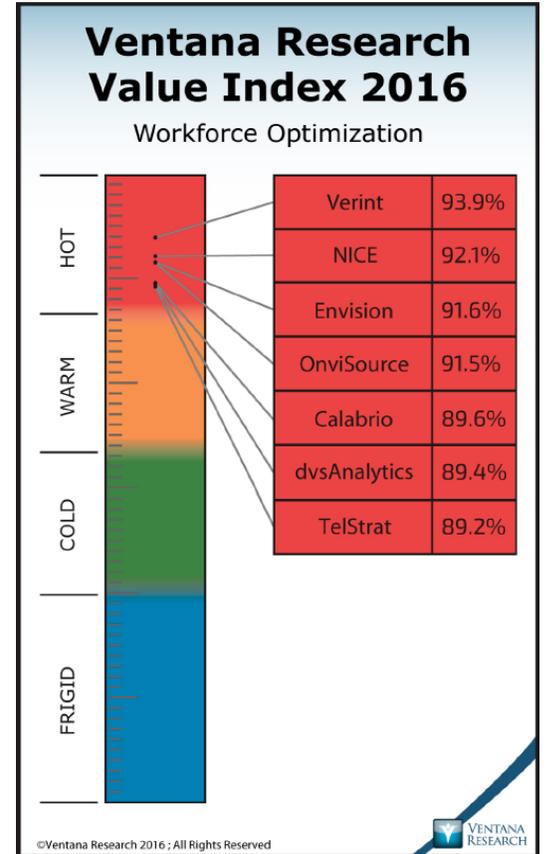
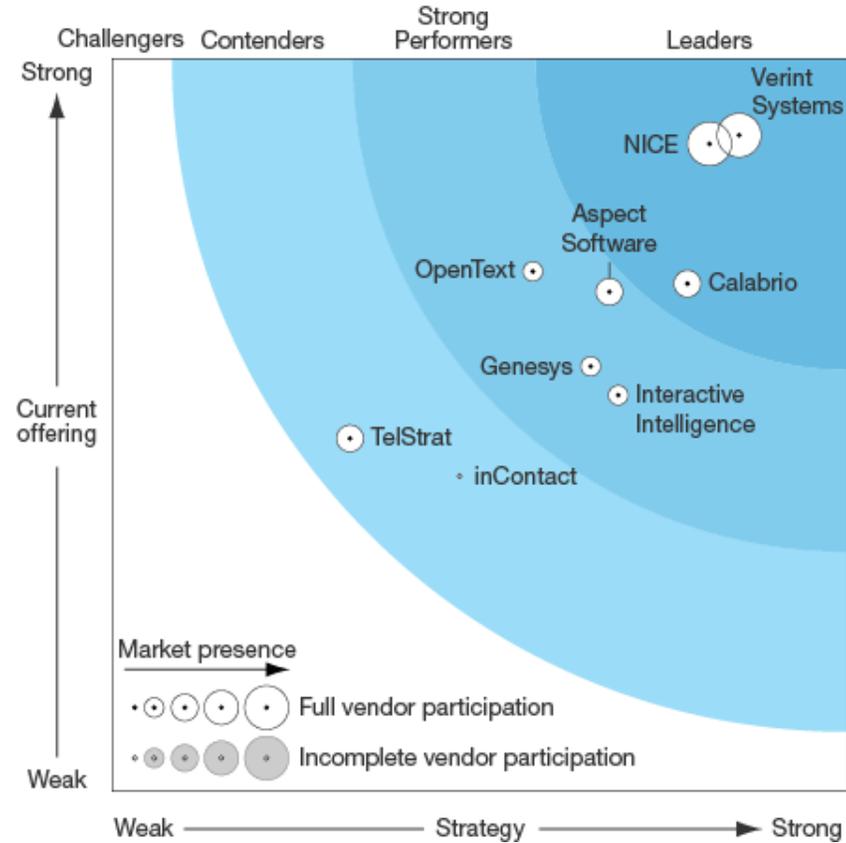


Why Verint? - A True "Leader" in the Industry

Figure 1. Magic Quadrant for Customer Engagement Center Workforce Optimization



Source: Gartner (December 2015)



Thank You



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