DVSAnalytics

5 Essentials to Deliver High Quality Audio for

Speech Analytics

Speech Analytics relies on accurate speech-to-text to deliver valuable operational intelligence. High quality audio recordings fuel the speech-to-text process.

Uncover weak links in the audio recording process and ensure it is optimized to produce the highest quality audio recordings possible. Even simple, low cost corrections can drastically improve the quality of your contact center's audio recordings. Read the tips below to ensure your audio recording process is ready to fuel your Speech Analytics engine.

1

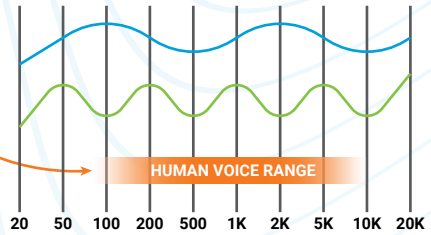
HEADSET

A quality consumer headset is a must-have to accurately capture and digitize audio. The microphone boom should allow placement near the speaker's mouth.

2

MICROPHONE QUALITY

The headset microphone must be able to accurately capture the sound frequencies that carry speech information. **A microphone rated for 100 Hz up to at least 8kHz is ideal.** Noise-canceling mics can help reduce background noise. Often, microphone gain can be adjusted to achieve a strong signal-to-noise ratio.



Sound Frequency Spectrum
Logrithmic Scale

3

MICROPHONE PLACEMENT

Place microphone about 1 inch from side of mouth. Point the front of the microphone toward the mouth, but not directly in front of it to avoid capturing breathing sounds. Do not allow microphone to come into direct contact with the face.

4

AUDIO FILE FORMAT

Be sure to use file formats that store the audio without additional lossy compression. PCM WAV is the most common lossless voice file format; do not use MP3. PCM WAV files can store the audio from each speaker as separate channels; this can significantly improve transcription accuracy. After transcription, the audio file can be compressed to a smaller size.

5

AUDIO CAPTURE

Capture audio using a codec with sufficient resolution and sampling rate to preserve the audio over the voice frequency range. Always use lossless codecs, such as G.711. Lossy codecs, like G.729, may compress audio to reduce bandwidth usage, but lose audio detail that reduces transcription accuracy. This applies to audio from SIP trunks as well.

Lossless codecs maintain a perfect copy of the original sound after compression while Lossy codecs lose audio detail after compression.

With experience spanning 35+ years, DVSAnalytics delivers WFO solutions, including Speech Analytics, to boost the performance of your contact center and elevate the customer experience.

DVS Speech Analytics produces a measurable, concrete ROI for your business.

Contact us today for a demo

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