Fast, accurate transcription engine for audio.

Document customer and agent conversations and textually search audio content.

The challenge
Do you wish you had more accurate transcriptions of the conversations going on in your contact center, so you could gain deeper customer insights, improve compliance, or for agent training? Are you challenged by time-consuming manual transcription of messages your customers send to your organization? Are you building your own analytics solution that needs fast, accurate transcription?

If you need to document customer and agent conversations, or textually search audio content, Nuance Transcription Engine may be right for you.

The solution
Nuance Transcription Engine takes audio recordings of a multi-person discourse or a live conversation stream and returns a text transcript of the dialog. It produces search-optimized text output from the audio with up to 88% accuracy—among the highest in the industry.

There are two kinds of outputs:

– A searchable lattice of time-stamped words, with best choice and alternative words with meaningful probabilities included.
– A human-readable text format, separated by dialog turn, so your analysts can look for meaningful insights manually.

Nuance Transcription Engine currently supports 43 languages/dialects—and we add more regularly.

High performance
– Up to 88% accuracy, among the highest in the industry
– Support for multiple operating modes, allowing the best speed vs. accuracy
– 43 languages available

Product features

Rich output
Tap into human-readable and search-optimized lattice formats for instantly actionable data and fully searchable archives.

Multiple speaker identification
– Identification for up to 6 individual speakers
– Easily make sense of poor quality and confusing audio capture.
– Detection for non-speech, flagging background noises and silences.

Support for 43 languages
Growing support for popular languages and dialects means diverse communities can be served using one trusted solution.

Vocabulary customization
Easily specialize and customize the vocabulary for your application (such as by adding specific product names or industry terms and acronyms).

Key benefits
– Quick and reliable text representation of an audio conversation—in real-time or batches
– Among the fastest engines in the market, with significantly more accurate results
– Fast, easy integration with your existing systems—maximizing your investment
– Used to power new applications in Speech Analytics, Fraud Analytics and Message Transcription

Time-stamped words
Everything is time-coded and stamped, so you know who said what, and when.

Error correction and probability
Transcription provides meaningful probability of best choice and alternative words when it's not clear exactly what is being said.

Three modes of operation
Configurable options for accuracy vs. speed with 3 modes for greater integration.

Easy integration with existing applications
Uses secure RESTful https:// Web Services interface.

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Supported platforms

Operating system
– Windows Server 2012 R2 (64-bit)
– Windows Server 2016
– CentOS Linux 6.6, 6.9 and 7
– RHEL 6.5 & 6.6, 6.9 and 7 (64-bit)

Virtual machine environments
– Microsoft Azure
– Amazon Linux – AMI
– VMWare ESXi

Languages available

Language
Arabic - Gulf
Arabic - World
Cantonese - Chinese (Traditional)
Catalan
Danish
Dutch
English - Australian
English - British

Language
English - Canadian
English - Indian
English - South African
English - US
English - US Broadcast
French - Canadian
French - European
German
Hebrew
Hindi
Hungarian
Italian
Japanese
Korean
Malaysian - Malay
Mandarin - Chinese
Mandarin - Chinese Broadcast
Mandarin - Taiwanese
Norwegian
Polish

Language
Portuguese - European
Portuguese – Brazilian
Russian
Shanghainese - Chinese
Spanish - Argentine
Spanish - Castilian
Spanish - Guatemalan
Spanish - Mexican
Spanish - US Broadcast
Spanish – Chilean
Spanish – Colombian
Spanish – US
Swedish
Thai
Turkish

Contact your Nuance account manager to discover what Nuance Transcription Engine can do for you or email cxexperts@nuance.com.

About Nuance Communications, Inc.

Nuance Enterprise is reinventing the relationship between enterprises and consumers through customer engagement solutions powered by artificial intelligence. We aim to be the market leading provider of intelligent self- and assisted-service solutions delivered to large enterprises around the world. These solutions are differentiated by speech, voice biometrics, virtual assistant, web chat and cognitive technologies; enabling cross-channel customer service for IVR, mobile and web, Inbound and Outbound; and magnified by the design and development skill of a global professional services team. We serve Fortune 2500 companies across the globe with a mix of direct and channel partner selling models.

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