myforce

SUSTAIN INNOVATION
USE **SPEECH TECHNOLOGY**

Voicebots are the future.

Do you need a bot in your company?

Voicebots use speech technology to create a human-like voice-based user interface. They are ideal for **self-service applications** and quickly resolving customer requests, allowing customer care specialists to focus on complex, challenging cases.

Voicebots welcome customers with a personalized message and they understand what they are saying. They can be optimized to do anything you would like such as make small money transfers or double check customer's identities.

Our speech solutions can always be integrated in your company's interface and we dare say we offer an impeccable service.

Use voice biometrics as your secret power.

Your voice is as unique as your fingerprint.

Did you know you can be recognized by your voice with the same accuracy as with your fingerpint? Using **voice biometrics** we introduce approximately 300 parameters to give you your own voice profile. It is an ideal security check which could replace a password. Nonetheless, we always recommend to use multi-factor authentication.

Multiple voice biometrics **methodologies** (active, passive, etc.) are available, depending on the specific customer usecase. In combination with speech analytics and an additional randomization, additional security levels can be easily generated.

Better insights thanks to data visualisation.

Data is worthless if it's not used properly. Enrich traditional KPI's and call statistics with CRM- and speech data for a better understanding of your day-to-day contact center operations. **Visualise everything in easy to understand dashboards**, thanks to our dashboard building tools.

Analyse what is being said.

Quality monitoring gets so much easier when you can automate it!

Think about conversations between a contact center employee and a customer. What if you could automatically analyze and extract information about **what is being said** and how everyone is **feeling** (emotion detection).

With the right tools you can extract all available information from call recordings. Search for key words, detect topics or transcribe full conversations. Also non-verbal information such as long pauses and crosstalk can be extracted. Would it not be great to improve agent coaching and conversation quality with a minimum of effort?

Speech analytics, a powerful force.

MyForce playing a vital role on the speech technology scene.

Being a long-time specialist in contact centre telephony solutions, market research software solutions and data visualization projects, MyForce decided a couple of years ago to focus on new technologies relevant for our customers.

Speech technology (voice bots, speech analytics and voice biometrics) seemed to be the next step. Thanks to the **EU funded Horizon 2020 BISON project** we were able to create a state-of-the-art platform. This technology connects to a variety of best in class solutions, bringing a wide range of applications towards our customers. The EU recognized our hard work and the potential of Bison and we have been selected as one of the **top innovators.**

The flexibility of our dedicated team makes it possible to provide fast answers to diverse challenges. Our expertise enables us to integrate the speech technology into **almost any ICT environment**. And last but not least, MyForce speech technology focusses on **low-resourced language models** (such as Flemish and Czech).

Speech Technology
Market Research
Contact Center Solutions
Data Visualisation

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