DATASHEET

Deepgram + Red Box

BENEFITS:

HIGH-QUALITY AUDIO CAPTURE
Capture and transcribe high-quality audio from all major communications platforms for full visibility of data sets

HIGH ACCURACY
Achieve 90%+ accuracy on transcripts with trained speech models

REAL-TIME SPEED
Experience <1 second lag on transcription across both platforms

LOWER TCO
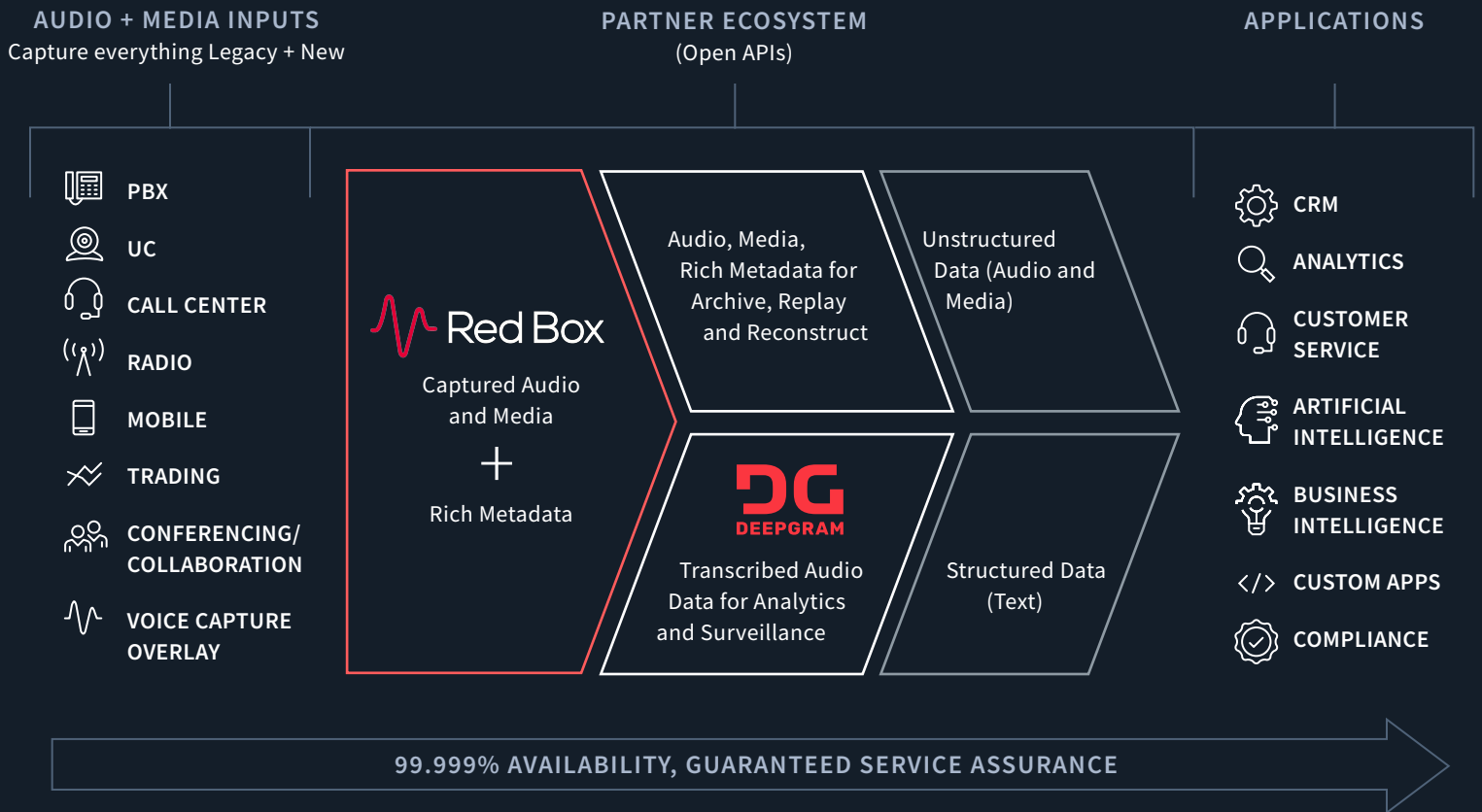Transcribe 100% of all your voice data with a significantly reduced Total Cost of Ownership

Unlock the Value of Voice with Real-Time Audio Capture & Automatic Speech Recognition

Two of the world's most innovative voice companies are coming together to bring enterprises unlimited opportunities in maximizing the value of voice data. The collaboration between **Red Box's** real-time high-quality audio capture capability and **Deepgram's** Automatic Speech Recognition with deep learning, empowers organizations to record high-quality audio data from legacy and new voice platforms on-premise or in the cloud, transcribing it with 90% accuracy in real-time.

The Opportunity
This opens up a wealth of opportunities for enterprises across a broad range of industries to leverage AI, analytics and compliance solutions, whether that be for real-time sales training, coaching or CX insights.

Red Box | DG DEEPGRAM

AUDIO + MEDIA INPUTS
Capture everything Legacy + New

- PBX
- UC
- CALL CENTER
- RADIO
- MOBILE
- TRADING
- CONFERENCING/COLLABORATION
- VOICE CAPTURE OVERLAY

PARTNER ECOSYSTEM
(Open APIs)

Red Box
Captured Audio and Media
+
Rich Metadata

Audio, Media, Rich Metadata for Archive, Replay and Reconstruct

Unstructured Data (Audio and Media)

DG DEEPGRAM
Transcribed Audio Data for Analytics and Surveillance

Structured Data (Text)

APPLICATIONS

- CRM
- ANALYTICS
- CUSTOMER SERVICE
- ARTIFICIAL INTELLIGENCE
- BUSINESS INTELLIGENCE
- CUSTOM APPS
- COMPLIANCE

99.999% AVAILABILITY, GUARANTEED SERVICE ASSURANCE

Deepgram + Red Box Impact Your Bottom Line

With voice data increasingly seen as a strategic asset awash with rich insights, timely access to high-quality audio and transcripts for AI engines to reason over is critical. Red Box provides a high-quality stereo audio feed that, combined with Deepgram's cutting-edge model training and data-labeling, provides fast, scalable, enterprise-grade speech recognition and understanding.

✔ State-of-the-art deep learning and customizable speech recognition capabilities.

✔ High accuracy and fast transcription: 1 hour of voice data in under 1 minute.

✔ Market leading-infrastructure and low TCO.

✔ Open microservices-based enterprise voice platform with the freedom to leverage open data in any application of your choice.

⋀ Red Box

ABOUT RED BOX: YOUR GATEWAY TO ENTERPRISE VOICE FREEDOM

Red Box is a leading dedicated voice specialist with over 32 years' experience in empowering organizations to capture, secure and unlock the value of enterprise-wide voice. Conversa by Red Box is the next generation and first truly open microservices-based, enterprise voice platform, providing customers with open access to and control over captured voice and media, resilient capture of high-quality real-time data from across the enterprise and the freedom to use that data in any application.
Red Box is trusted by leading organizations across financial services, contact center, government, and public safety sectors (including six of the world's top banks, 85% of global interdealer brokers, 1,700 call centers, and over 80% of UK police forces), capturing and securing millions of calls daily for over 3,500 customers around the world.

DG DEEPGRAM

ABOUT DEEPGRAM: ACCURATE, FAST, AND COST-EFFECTIVE AI SPEECH RECOGNITION

Deepgram is the leader in enterprise automatic speech recognition (ASR) for call centers and software providers. With our patented end-to-end deep learning approach, data scientists get access to the industry's fastest, most accurate, and highly scalable AI technology. We take the heavy lifting out of noisy, multi-speaker, hard to understand audio transcription, so you can focus on what you do best. To learn more visit **deepgram.com**, create a **free account** or **contact us** to get started.