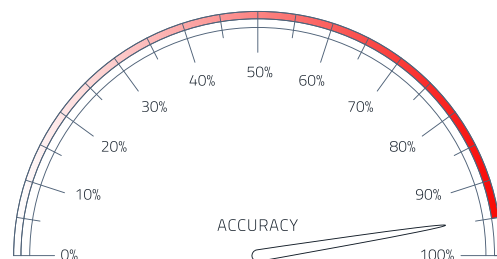**DG DEEPGRAM**

Real-Time and Accurate ASR for Sales and Support Enablement

Is voice communication part of your Sales or Support Enablement solution?
Then having a fast and accurate automatic speech recognition (ASR) is a requirement.

For Better Results, Rethink Your Metrics for Accuracy

Sales and Support enablement needs high transcription accuracy to allow your analytics to find that perfect sales pitch or to quickly determine a product issue. But general accuracy or Word Error Rate (WER) is a simplistic metric. Do you care if the ASR has a 100% WER on grammar articles (of, the, a, by)? No, you care about the WER on the product names, terminology and jargon so your enablement solution can parse to find insights or provide tips.

We call this Intent-Based Word Error Rate (IWER). **Deepgram's IWER can be trained to be 90%+**, and the accuracy can continue to be optimized for specific product names, varying accents, dialects, languages, and environment noise. Know a general ASR provider that can do that? Neither do we.
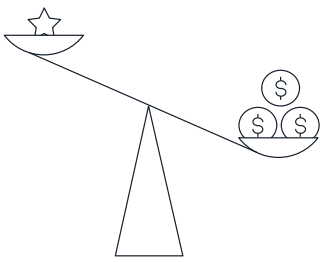

ACCURACY
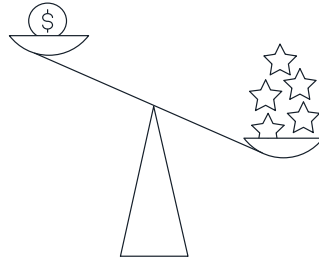
Speed Without Sacrifice

Are your enablement solutions waiting on audio data for analysis? Do you want to provide real-time analysis? Deepgram's AI Speech Platform can **transcribe one hour of audio in 30 seconds** and can provide **streaming transcriptions with only a 300 millisecond lag.**

Immediately analyze talk time between your customer and your sales agent. Quickly analyze a full day of conversations to find customers that may churn or are unhappy *before* they leave. Do more with your enablement solutions.
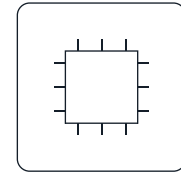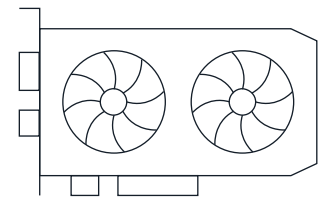
OTHER ASR'S

DEEPGRAM

CPU
Optimized for Serial Tasks

Increase Adoption With Lower TCO

Because Deepgram's AI Speech Platform is built from the ground up and exclusively works on high performance GPUs instead of CPUs, **our overall Total Cost of Ownership (TCO) can be substantially lower.** Scale up and acquire more customers with a better TCO.

GPU
Optimized for Parallel Tasks—
Process Exponentially More Audio

Build your Sales and Agent Enablement solution on a true end to end AI speech platform that provides **accuracy, speed, cost, and scalability without compromise**.

Contact us to get real-time enablement started.