ENDER TURING

About Ender Turing

- Conducts Research and Development — Machine Learning for Automatic Speech Recognition, Natural Language Processing

- Our researchers publish scientific papers on Machine Learning and ASR

- **Created the most efficient way to train Language Models on low computational resources in short time with great accuracy**
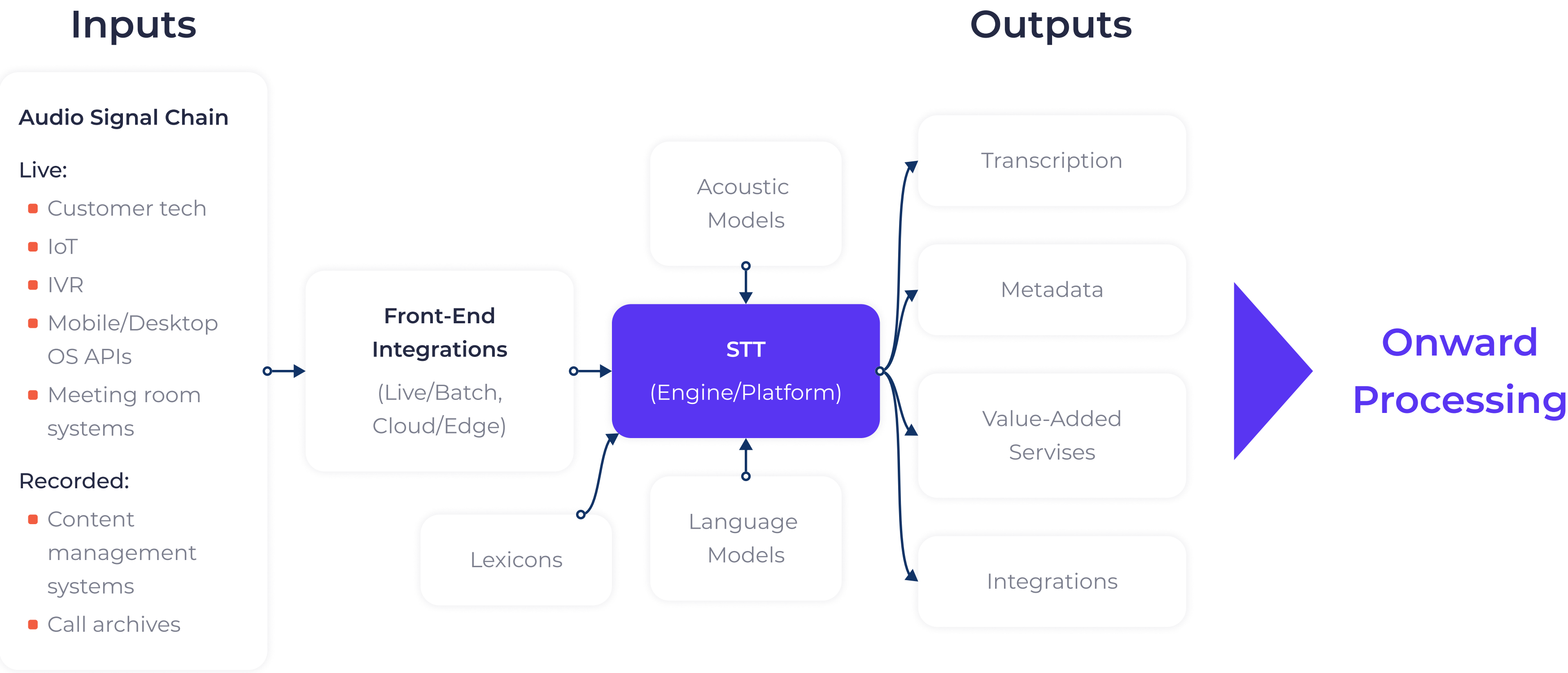
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Ender Turing Products (On-Premises)

01 Ender Turing **ASR Engine** (API, WS) for Independent Software Vendors

02 Ender Turing **Speech Analytics** for Financial sector

03 Ender Turing **Meetings Assistant** for Cisco Meeting Server (VCS)

Supported languages: 21 languages

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Ender Turing ASR Engine

Inputs

Audio Signal Chain

Live:
- Customer tech
- IoT
- IVR
- Mobile/Desktop OS APIs
- Meeting room systems

Recorded:
- Content management systems
- Call archives

Front-End Integrations

(Live/Batch, Cloud/Edge)

Acoustic Models

STT
(Engine/Platform)

Lexicons

Language Models

Outputs

Transcription

Metadata

Value-Added Servises

Integrations

Onward Processing

Ender Turing ASR Engine

- Automatic Speech Recognition — Speech to Text

- Json

- Rest API

- Web Socet

- Hosted (on-premises)

- Time limited License (Annual)

- 1 channel - 1.3 vCPU for real-time

Add value to your applications

01 Remote Meeting systems (protocols)

02 Calls recordings in Text to CRM, DMS, ECM

03 Calls and meetings Text to BI systems

04 Voice notes to CRM

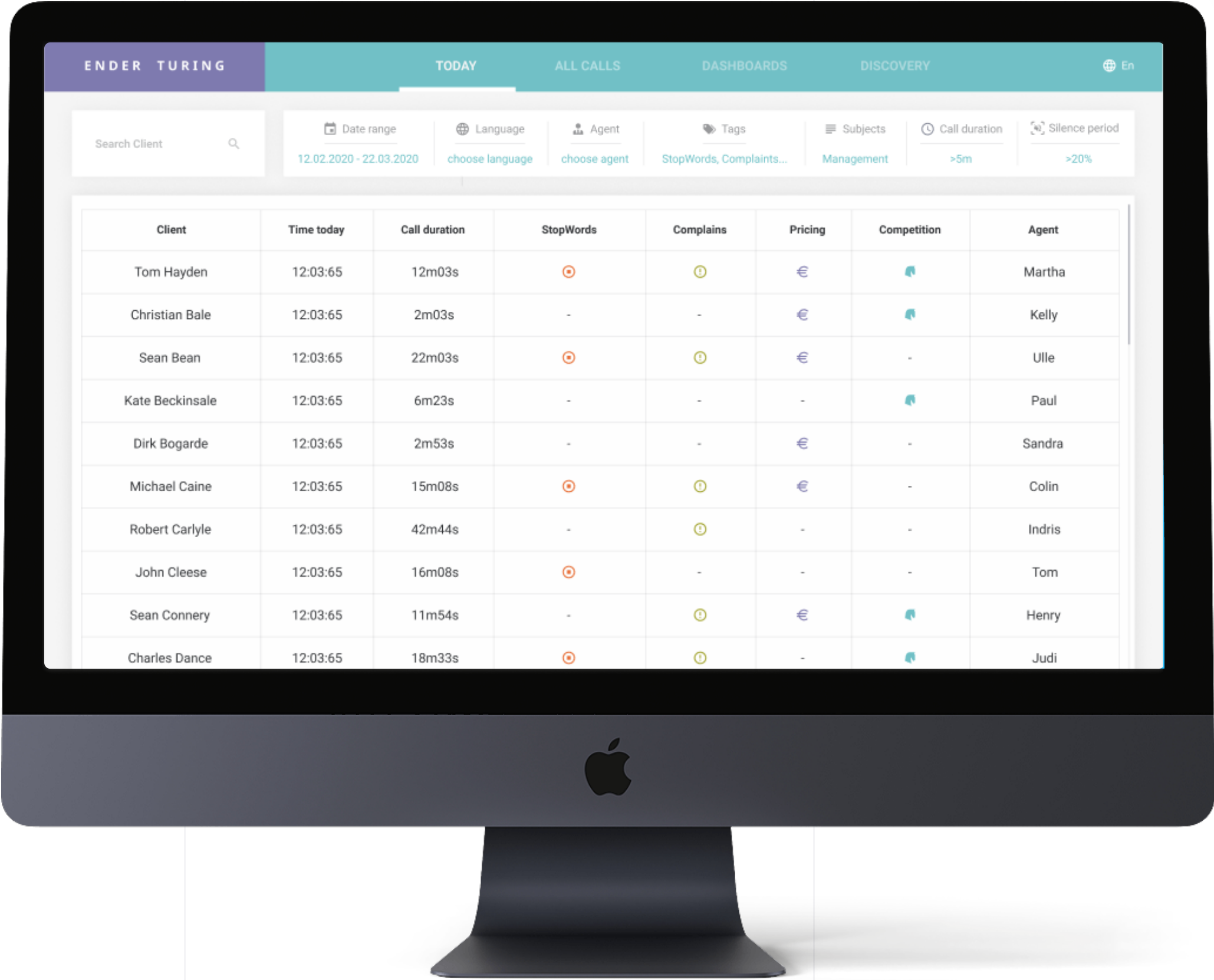# Ender Turing Speech Analytics for call-centers

- MRCP connector for real-time scenarios — automation (Cisco, Siemens, other)

- Converts 100% calls into searchable text

- Calls indexing: complaints, stop words, specific terms, etc.

- Sentiment analysis: angry, normal

- Analytics: call duration, silence in calls, cross-talk, indexes by calls, dynamic statistics by time, inbound/outbound calls, etc.

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Ender Turing Speech Analytics for call-centers

- Hosted solution

- Real-time scenarios with RASA NLP

- Speech Analytics - recorded calls

- Variable Indexing

- Rest API

ENDER TURING | TODAY | ALL CALLS | DASHBOARDS | DISCOVERY | En

Search Client

| Date range 12.02.2020 - 22.03.2020 | Language choose language | Agent choose agent | Tags StopWords, Complaints... | Subjects Management | Call duration >5m | Silence period >20% |

Client	Time today	Call duration	StopWords	Complains	Pricing	Competition	Agent
Tom Hayden	12:03:65	12m03s	◉	◯	€		Martha
Christian Bale	12:03:65	2m03s	-	-	€		Kelly
Sean Bean	12:03:65	22m03s	◉	◯	€	-	Ulle
Kate Beckinsale	12:03:65	6m23s	-	-	-		Paul
Dirk Bogarde	12:03:65	2m53s	-	-	€	-	Sandra
Michael Caine	12:03:65	15m08s	◉	◯	€	-	Colin
Robert Carlyle	12:03:65	42m44s	-	◯	-	-	Indris
John Cleese	12:03:65	16m08s	◉	-	-	-	Tom
Sean Connery	12:03:65	11m54s	-	◯	€		Henry
Charles Dance	12:03:65	18m33s	◉	◯	-		Judi

Real-time NLU

Contact Center Virtual Assistant real-time — MRCP, RASA NLU

- Complete automation of typical scenarios ("smart IVR")

- Augmented Agent — partial automation with a prompt advice in the working window for the call-center operator

- Ready connectors

- Custom Services

- **Up to 68% of routine calls could be automated to full extent**