



Adding AI into VIQ's Leading Audio Capture and Transcription Solution

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As a global leader in secure transcription, VIQ helps organizations in government, military, law enforcement, judicial, and medical sectors capture and manage critical digital evidence. VIQ's technology is designed to protect mission critical information with veracity, under the strictest security requirements.

VIQ recently partnered with Nuance Communications to add powerful speech recognition and Natural Language Processing solutions into VIQ's proprietary digital capture and information management system. Dubbed "aiAssist", the addition of AI-based language processing creates a paradigm shift in efficiency for VIQ's content capture and transcription solutions.

Looking beyond AI and taking a holistic view of the transcription process

A number of new features augment the AI-based solution. The first challenge was in capturing conversation across a wide-range of different audio formats and recording sources, each with their own proprietary encoding formats. These voice data streams must then be captured, validated, transcoded, and processed in a high availability, high volume, high security environment.

Additional voice signal processing is a critical consideration in this process to improve sound quality; amplifying human voice frequencies, reducing background noise, and processing multiple channels to name a few. This ensures that, regardless of ambient noise or the specific recording devices used, sound quality is optimized to maximize transcription accuracy.

Beyond improving the quality of the voice that is captured, transcription efficiency and accuracy can be further improved leveraging numerous advances in Natural Language Processing technologies, techniques and theories. Voice-to-text, data mining, speaker diarization, compilation of a corpus of domain specific languages, and sentiment analysis, are all undergoing transformations with the rise of advanced machine learning technologies.

AI presents the opportunity to introduce automation to assist with what is traditionally a complex, labor intensive, and time-consuming process. VIQ has also ensured that these new transcription engines are fully integrated with their existing award-winning secure content management solutions, content recording control systems, authentication and authorization technologies and mobile applications platforms. Compatibility and operational reliability are critical objectives.

The aiAssist solutions and services will work with vast amounts of capture content and derive new intelligence and value from that content thus providing superior decision-support. aiAssist excels where humans don't and works to enhance customer value.

aiAssist is currently being piloted in premiere companies with the expectation of drastically improving efficiencies and allowing VIQ to deliver transcripts to their clients faster, while maintaining the level of accuracy, veracity, and confidentiality expected by the most guarded and security-conscious institutions. AI-driven solutions have the potential to support and drive continual value for VIQ's spectrum of product and service offerings well into the future.