NICE

NICE Enhances its Interaction Analytics Solution for the Japanese Market

The upgraded solution enables organizations to extract greater value when analyzing Japanese-language voice interactions

Singapore, May 19, 2014 – NICE Systems today announced that it has enhanced its Interaction Analytics solution by adding advanced speech-to-text capability for Japanese language interactions. This capability will enable organizations to extract richer, more accurate insights from customer interactions, improving their ability to manage quality assurance processes and ensure compliance with local regulations.

The NICE solution integrates and leverages AmiVoice®, a high performance speech recognition technology from Advanced Media, which is highly customized to the local language and dialect. This serves the expressed needs of NICE's Japanese customers which require very high standards of accuracy. It strengthens NICE's hybrid speech analytics offering, which includes both transcription and phonetic indexing, enabling contact centers to analyze 100 percent of calls, categorize them into call types, pinpoint the trends, identify drivers of call issues, and detect regulatory breaches. These insights enable organizations to take action to achieve business and regulatory objectives.

Raghav Sahgal, President, NICE APAC
"NICE offers both phonetic and speech-to-text analytics adapted to the Japanese market, a capability that further testifies to our global market leadership in speech analytics. This enhancement to our Japanese-language Interaction Analytics solution was designed to help this specific market improve the quality of service delivered by its contact centers. This reinforces our commitment to helping organizations get closer to their customers to deliver an exceptional customer experience, improve operational efficiency, grow revenue and enhance regulatory compliance."

About NICE Systems
NICE Systems is the worldwide leading provider of software solutions that enable organizations to take the next best action in order to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. This data comes from multiple sources, including phone calls, mobile apps, emails, chat, social media, video, and transactions. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com.

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