

# The JSON format for vCon Conversation Data Container

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# The vCon Standard in Four Parts

## Dialogs

Timestamped recordings of conversations, chat transcripts, video recordings. Can be from a single mode or many. Can be packed or external (URL)

## Parties

Identification and location of the parties in the dialogs, including the authenticating organization or method, such as STIR PASSPORT

## Analysis

A series of third party analysis of the conversations: sentiment :) :(, quality (MOS), agent compliance, transcriptions, translations, redactions, data labels

## Attachments

Documents that provide the context of the conversation: PowerPoint, Sales Leads, NDAs

# What did @@@@@ accomplish? Redactions

- vCons can carry information from communications systems into applications
- Not all the information is required, though. No reason for a business analyst to know your birthday
- We implemented redactions with vCons by
  - Using OpenAI's Whisper transcription engine to convert audio to text transcription
  - Use Capital One's Data Profile to identify personal information ["ADDRESS", "DRIVERS\_LICENSE", "PERSON", "PHONE\_NUMBER", "DATE", "INTEGER"]
  - Redacted the OpenAI's transcription with Capital One's identifications
  - Next, we could extend the de-personalization by using a TTS engine to replace the original audio
- What did we learn?
  - It basically works, now we can learn more about redactions in the real world.
  - Should we standardize the transcription schema to allow more transcription providers
  - Values of transcriptions are more than just the accuracy of the words, it's the accuracy of the timestamps of the words. DEEPGRAM > OpenAI Whisper
  - Super super easy with vCons to integrate the data collected in a conversation in non-comms settings (Thanks, JSON!)

# Examples

Not secret  
agent  
name

How was I ever  
supposed to discover  
this?

Secret Car  
Name

Thank you for holding. Your call. Thank you for calling.  
My name is Brittany Henry. I'm putting the volume up  
because you're so loud. Hello, we have a  
@@@@@@@@@@@@@@@@@ trek. We headed in this morning and the  
mechanic noticed that it needed a new rack and pinion is  
required and apparently there's a @@@@@@@@@@ call on that  
particular model for a rack and pinion problems.

Yeah, I  
don't know  
either

# More information

Learn more at:

- **Mailing List:** <https://www.ietf.org/mailman/listinfo/Vcon>
- **I-D:** <https://datatracker.ietf.org/doc/draft-petrie-vcon/>
- **Open Source:** <https://github.com/vcon-dev/vcon>
- **White Paper:** <https://bit.ly/vcon-wp>

IETF 115:

- **Hackathon:** Saturday and Sunday
- **HotRFC:** 18:00 Sunday
- **ART dispatch WG meeting:** Mon 9:30
- **Hackathon Happy Hour:** Mon 18:00 Admiral 1
- **vCon Bar BoF:** Thurs. 15:30-16:30 Richmond 6