erbio

Our objective is to provide solutions beyond natural language that enhance the multi-channel interaction between our customers and their customers

Introduction

Solutions **beyond natural language interaction**

At Verbio we believe in the customization, automation and analysis of customer interactions. We believe in providing interactions that are *intelligent, empathetic and personal* in each contact with the user.

In a global world, where we speak *different languages and use an increasing number of interaction channels*, our solutions allow you to *get ahead and reply in real time*, adapting all the while to the environment and emotions of your customers.

Our solutions have the ability to *understand and to communicate in an empathetic manner*, enabling sophisticated voice based services with a high added value. Our technology allows us to build intelligent virtual assistants and voice portals, which will decrease customer frustrations and increase your success.

Who we are?

**Innovation distinguishes
between a leader and a follower –
Steve Jobs**

At Verbio, we have more than 20 years of R&D experience in Speech Technology, and have shifted our focus to use this knowledge to facilitate our clients interactions in the real world.

Verbio was born in the world of speech technology and has evolved into a natural language company.

Enterprise Solutions

Natural Language Voice Portal
Verbio Natural Language Voice Portals are the best interaction channels with your clients. They allow access to services and applications through voice, in a completely natural manner, all the while, adopting to your customers' environments and emotions.

Voice Biometrics
Verbio Voice Biometrics is the safest and most simple way to integrate total security in your voice apps, since it allows for the verification of the users' identity in the normal flow of telephone communication, without having them remember anything.

Text to Speech
Our voices allow us to communicate in a natural and understandable way that is expressive and dynamic. Verbio's new voices permit their modulation for each application and can also express feelings, making them seem very realistic at times.

Speech & Text Analytics
Verbio Speech & Text Analytics extracts information from dialogues (both written and spoken), users and service processes, to analyze and show relevant conclusions about what has been said, by whom and how.

Transcriptions and Subtitles
Verbio's transcriptions and subtitles solution permits the conversion of audio into written text, with extremely high accuracy rates, allowing public institutions and businesses to save hours in audio transcriptions.

Speech Recognition
Our Speech Recognition is one of the most technologically advanced voice recognition engines, allowing for its use in both telephone assistance as well as in multimedia environments.

Voice Biometrics

The safest and simplest way of **integrating security in your voice applications**

Biometrics allows you to verify the identity of your users *in the natural flow of communication*, without having them remember any passwords and with the possibility of integrating *systems to recognize forced entry*.

Additionally, Voice Biometrics lets you *personalize the interaction without them having to provide auxiliary data*.

Empathic Natural Language Portals

We develop communication channels that **adapt to the environment and to the user**

Our 360º multichannel portals allow you to offer your services 24x7, maintaining consistency in service regardless of the user's origin of access.

Verbio's natural language portals use Verbio's ASR, TTS and other technologies to help you build empathetic interactions between you and your clients. *The Natural Language Portals can integrate Speech & Text analytics to know your customer and voice biometrics to give personalized interactions with your customer.*

Speech & Text Analytics

Analyze interactions for the motives, concerns, quality of service, compliance and **overall user satisfaction**
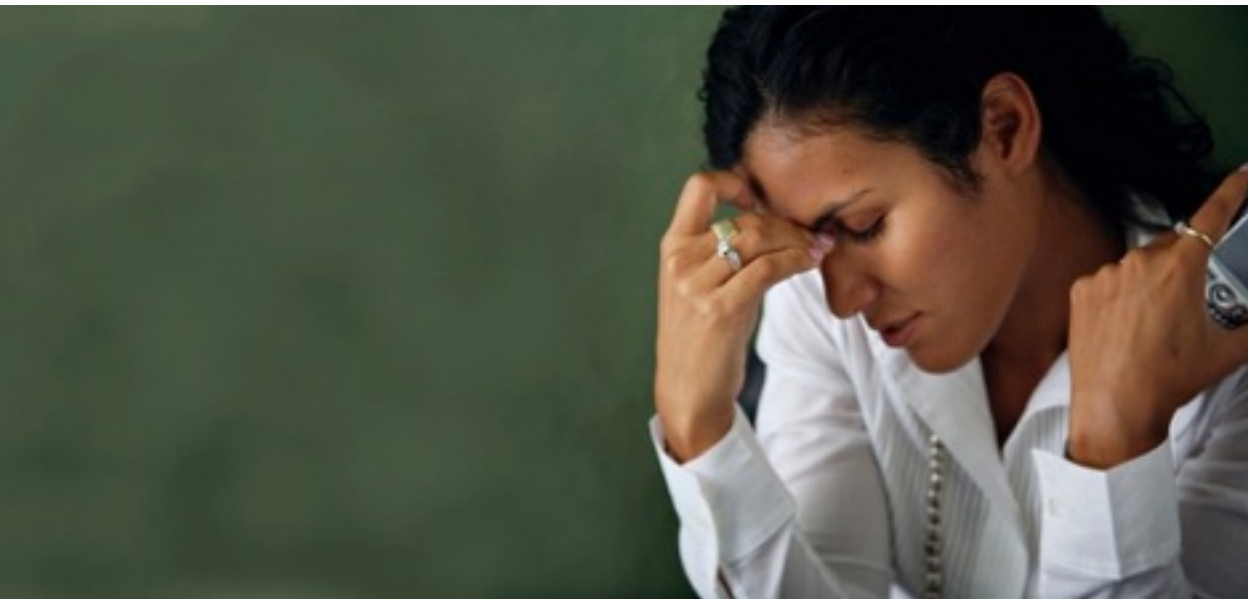
Verbio Speech & Text Analytics solution extracts information from the dialogs, users and service processes, to analyze and show relevant conclusions about *what has been said, by whom and how.*

It helps companies to increase the quality of service offered by the agents as well as increase their productivity.

Transcriptions and Subtitles

Maximum reliability in real-time and delayed-time

Our solution allows you to transcribe any audio content in real time with the highest machine based accuracy possible.

The transcription solutions are used in public organizations and private companies, where transcribing takes many labour hours daily. *The solution greatly reduces these hours thus reducing a very significant portion of costs*

Some Common Applications

Natural Language Voice Portals
- Sales 24x7x365
- Interview / Appointment Scheduling
- Reminders (Insurance, Cards, Services)
- Handsfree interaction
- Website Assistance (query)

Voice Biometrics
- Personalization of voice portals
- Transaction control (identity basis)
- Employee checkin
- Fraud detection
- Voice based signatures
- Information access control (patients, clients etc.)

Text to Speech
- Corporate Voices
- Dynamic information (software applications)
- Embedded devices (atms, transportation systems, wearable devices)

Speech & Text Analytics
- Compliance Auditing
- Client Segmentation
- Work Force Optimization
- Customer Satisfaction Information
- Social Network and Email Analysis (Fire fighting)

Transcriptions and Subtitles
- Program subtitles
- Transcription of calls
- Minutes of plenary sessions and committees / meetings / classes
- Lawyer reports
- Radiology and medical reports

Speech Recognition
- Embedded devices (atms, transportation systems, wearable devices)
- Receiving and storing user Information(software applications)

Some Common Verticals and Clients

Wearables
Health and Wellness
Retail
Telecommunications
TV/Radio
Call Centers
Education
Utilities
Banks
Insurance
Government

Verbio Worldwide

Visit our offices **around the world**

Let's do business

Verbio is a **proactive, resolute and committed company**, where the main objective is to help our clients connect with their users.

● **Madrid and Barcelona**
From both offices we cover Spain, Portugal, France and Italy

● **Sao Paulo**
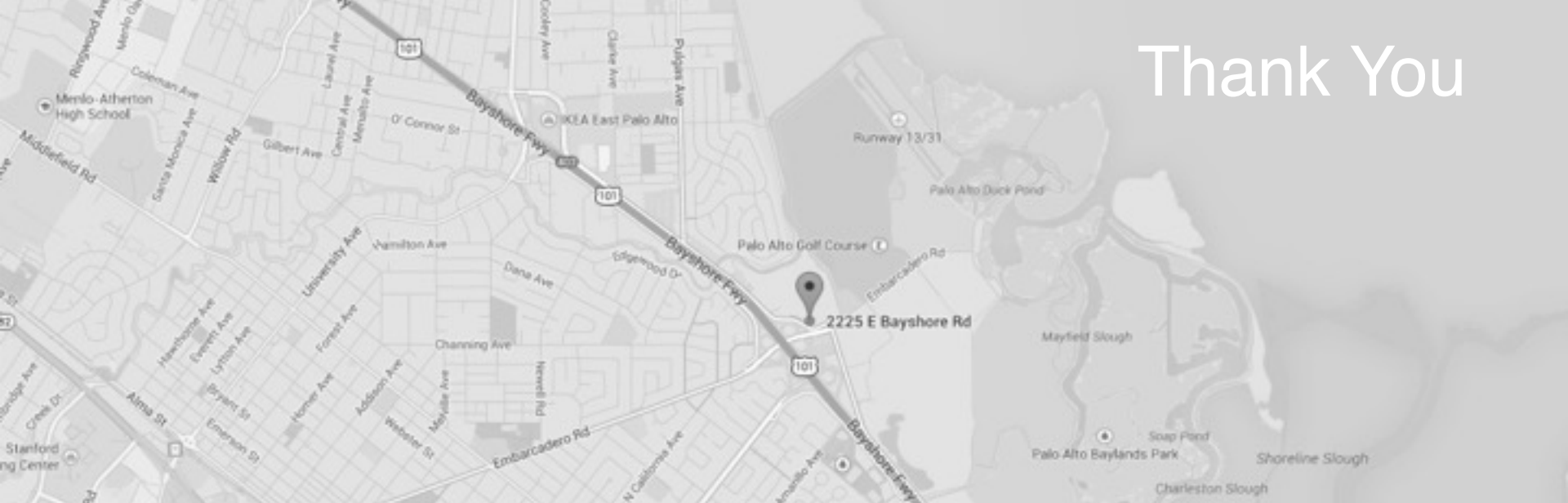From our Sao Paulo office we cover Brazil

● **Silicon Valley**
From our Palo Alto office we cover the U.S., Mexico and Canada

● **Southern Cone**
We cover all of South America except Brazil

Thank You

Contact us

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