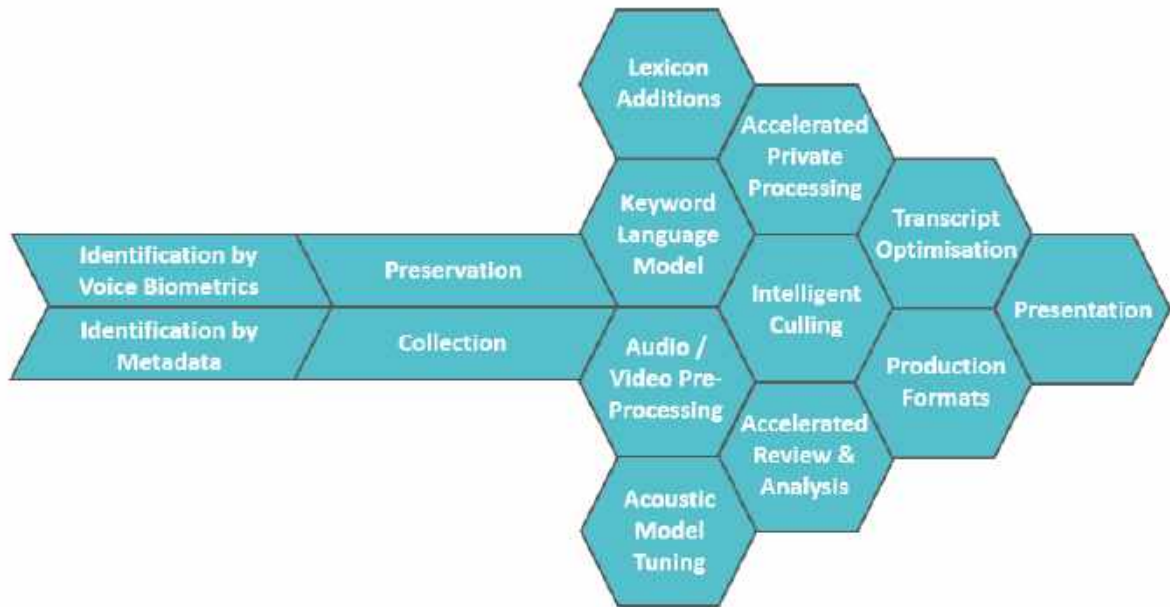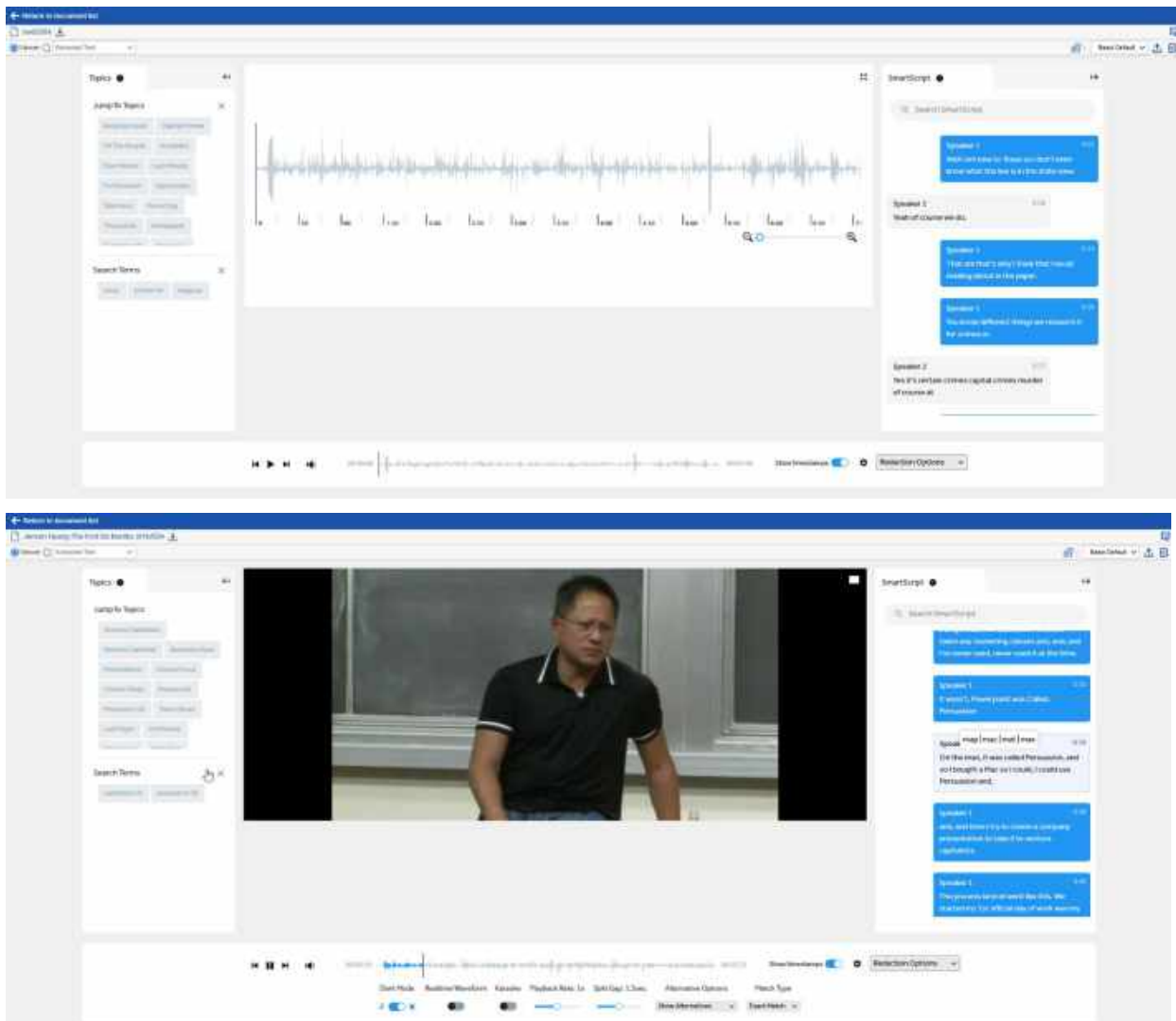8.2.25 Intelligent Voice®

Used by regulatory agencies, law enforcement agencies, forensic eDiscovery specialists, law firms and in-house compliance monitoring and eDiscovery teams, Intelligent Voice is the only audio and video discovery and compliance monitoring solution to support the entire process from ingestion and transcription, conceptual analytics and active learning, through to redactions and productions of both media and text, without the reviewer or the data ever leaving the host platform.

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Intelligent Voice Review Player

The Intelligent Voice Review Player seamlessly converts an audio or video file into a Relativity native, providing a highly accurate automatically transcribed index that is speaker separated, searchable and synchronized within the media review player:

A proprietary patented algorithm detailed in New Scientist magazine provides a navigable Executive Summary of interesting things said as a sidebar in the player, with any responsive search or alert terms placed at the top. These Intelligent Voice Tags:

1. An Executive Summary of the recording for assessing responsiveness
2. Provide Jump To navigation for assessing portions of the recording. Who first introduced a particular topic into the conversation? Where did discussions on it wind up?
3. Allow users to identify themes & concepts in the audio review
4. Give insight without having to review the entire recording
5. Surface Blind Spots & Unknown Unknowns
6. Provide a more robust and defensible set of keywords
7. Reduce variation in summarisation & interpretation between different users for the same recording
8. Can enable some initially responsive items to be ruled out altogether

The Intelligent Voice Review Player supports American, Asian and European languages, including multiple dialects and accents as well as the ability to detect and transcribe language changes mid-conversation.

An auto-scrolling waveform in the Intelligent Voice Player identifies periods of silence and non-speech noise, which can be skipped through either by clicking within the waveform itself, or by clicking to the next words shown in the karaoke-highlighted transcribed index.

Words are suggested for what might otherwise be unintelligible portions of speech, not just from the karaoke play-along through the displayed transcribed index, but also the optional sub & sur-titling of additional suggestions, along with the ability to reduce the playback rate.

Available Edge either on-prem or on your private cloud of choice, or partner hosted or Secure SaaS, with a range of published case studies and endorsements.

Identification by Voice Biometrics

With audio collection metadata, Caller ID is often withheld, and where one is identified, it may be based on a phone line being assigned to them rather than them actually being on the call. Biometric Voiceprint Search enables recordings which are likely to contain a particular speaker to be identified and collected. This biometric information can also be used to verify phone record metadata, and also to search for a particular custodian using their biometric voiceprint.

Intelligent Culling™

Some audio data may, for one reason or another, be unusable for review. It may be hang-ups, background noise, or speech that is unintelligible due to interference. A Confidence Report is available across the entire dataset, highlighting those files that are most likely low-priority review items, and those which are mostly silence or unintelligible.

Scripted redaction of Payment Card Information (PCI) can also be applied, whether to the review set as a whole or production sets only.

Lexicon Additions

Any of the available lexicons can have additional words, phrases and acronyms added directly to them. As many distinct lexicons as desired can be maintained, e.g.: Financial Services versus Pharmaceuticals; Interbank Lending versus Foreign Exchange Swaps.

Case Language Models

For a given matter, the lexicon can be further adapted to include Audio Search Keywords for the case, with biasing towards the Audio Search Keywords ahead of similar sounding words and phrases for optimal search retrieval.

Accent & Dialect Customisations

It is also possible to create a custom acoustic model for a particular matter with as little as fifty hours of speech and matching transcripts.

Accelerated Private Processing

Intelligent Voice's open source software stack enables fully private processing, whether on air-gapped physical servers or secure private cloud instances. No need for data to leave the jurisdiction, company or even building.

Intelligent Voice's Neural Networking and machine learning provides greater accuracy in difficult environments such as noisy offices or open trade turrets. It also allows the system to "guess" phrases that were traditionally considered to be "out-of-vocabulary".

Proprietary Intelligent Voice algorithms further accelerate NVIDIA® GPU cards for speech processing, providing the fastest commercially available Speech to Text processing, enabling rapid progression to the analysis and review stages.

Even with very low-quality audio, valuable text data is obtained that reduces subsequent review time by up to 70%.

Optimised Voice Retrieval

Intelligent Voice® combines the best of transcribed text and word probability lattice to offer the widest possible range of searches across a dataset.

Alternative Words can be included in the Search Index or not Source System by Source System, and within a Source System, Capture Type by Capture Type.

Using advanced biometric techniques, Intelligent Voice® can also show who is speaking at different points in the call.

Redaction

Audio and Video files can be redacted by highlighting the text or direct timestamp entry, with support for multiple teams concurrently applying, reviewing and confirming redactions over the same datasets, including for separately redacted productions of the same items.

Also supports Data Subject Access Requests under GDPR, FOIA etc, including where a case custodian submits a DSAR mandating a response ahead of the case disclosure schedule, and with separate redactions required.
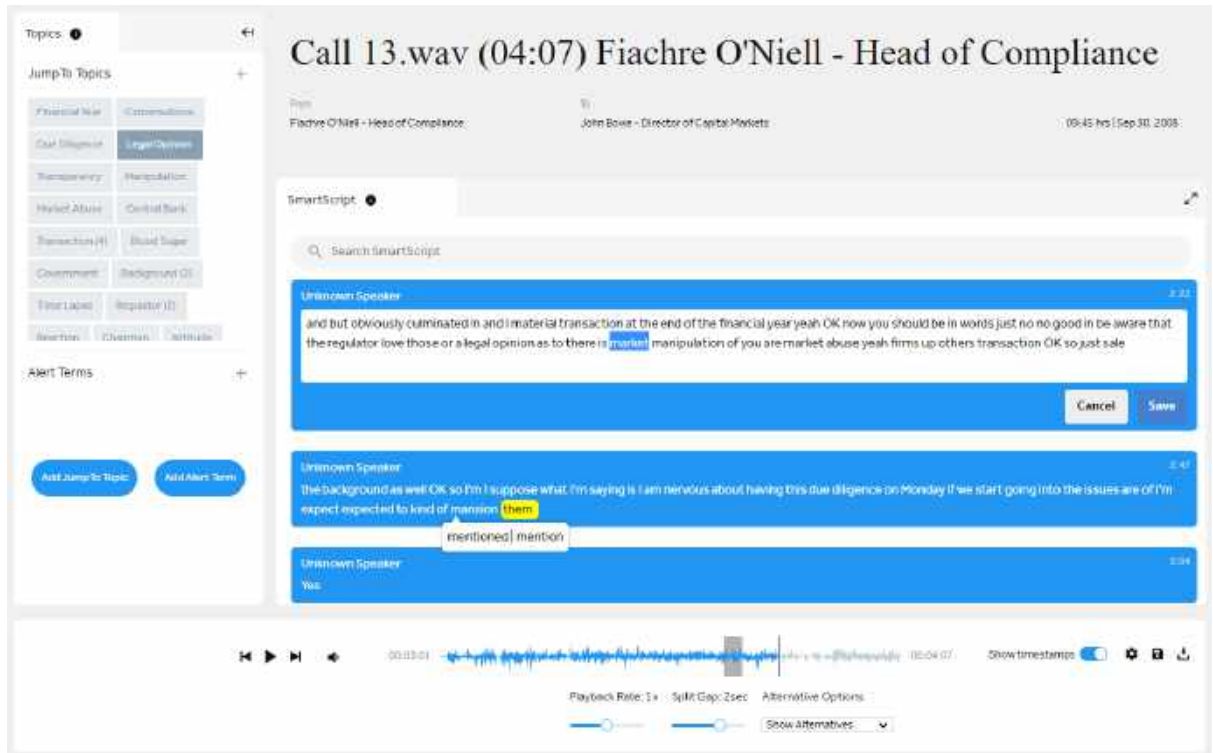
Integration, Productions & Presentations

A high-quality automatically transcribed index can be interfaced into an eDiscovery system so that voice can be used alongside other text related to the matter such as email or IM chats for faster review.

In addition to the options for ingestion/production detailed above – Text, Email, Dat and Standalone Intelligent voice Review Player – Intelligent Voice® also offers a fully featured API to allow deeper integration with current platforms, as well as additional export options of JSON and XML.
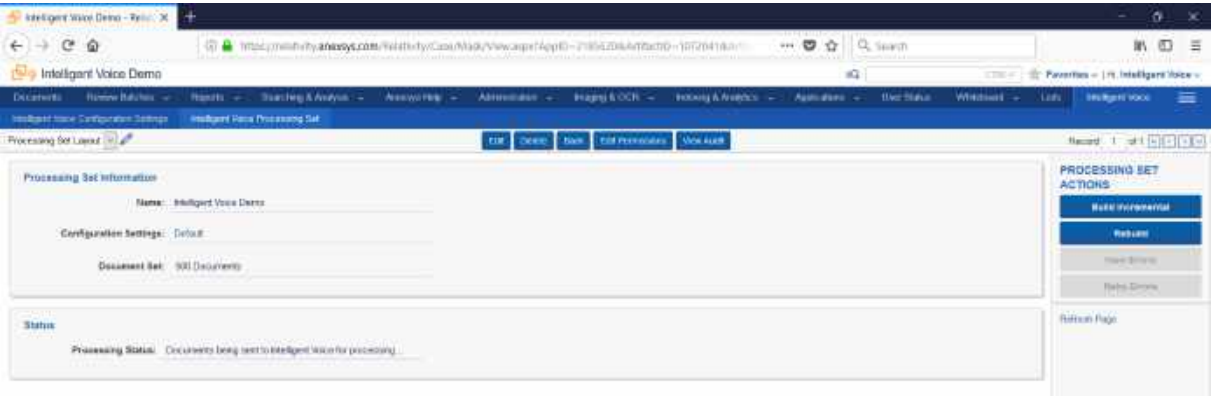
Production of audio and/or text, whether as collected or with a redaction set applied, are available via standard single item and bulk production workflows for the platform.

In addition to producing the native media, a separate standalone Intelligent Voice Presentational Player html is available, with the ability to edit transcript and tags, and optimized for court presentation of a culled dataset:
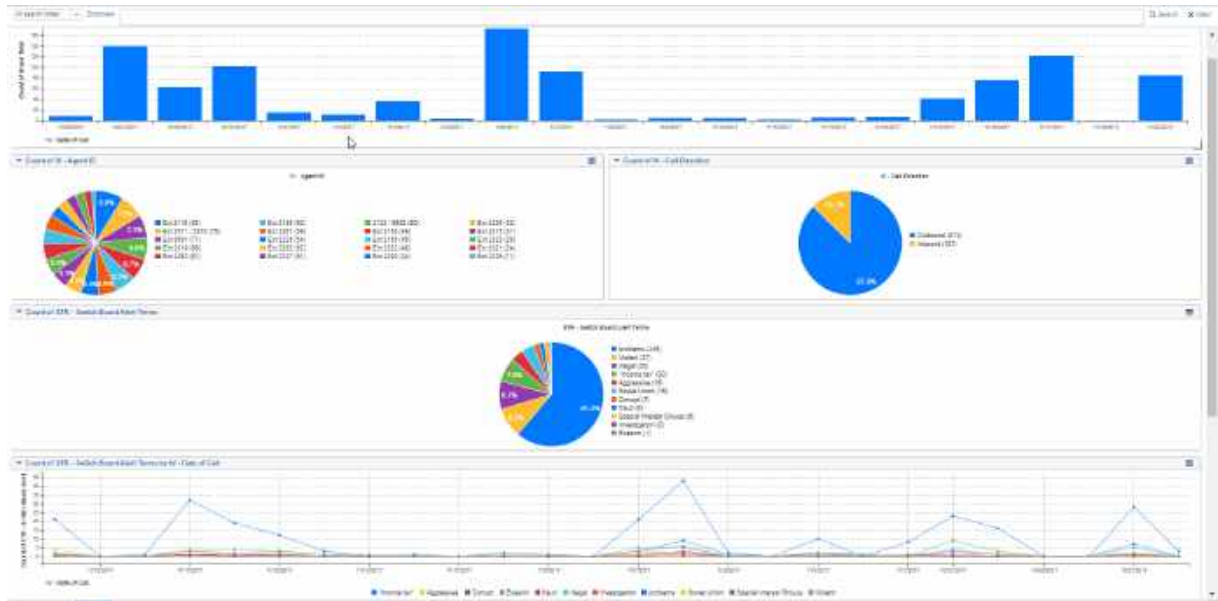
Relativity Integration

As well as a traditional workflow route using pre-culled data in a .DAT file to upload into Relativity, Intelligent Voice also offers a Relativity application for both RelativityOne and Server, so that audio data held in Relativity can be converted to text natively.

Clients and partners vouch for the interoperability with Conceptual Analytics, Relativity Active Learning, and Trace.

Deployment

Intelligent Voice is deployed as either a physical or cloud-based server, or as a SaaS service, with all the necessary software already available, and as such is simple to implement, and platform agnostic. Private cloud options include AWS or Azure and deployments are Docker-based.

Training is measured in hours not days. Depending on the user base, no formal training may be required at all.

Justice For Change

Intelligent Voice provides its services pro-bono under Relativity's Justice for Change program, providing its voice technology for free to the organizations fighting for justice to make sense of audio from body-worn video, emergency calls, interview and interrogation recordings, and prison phone calls.

Owned/Supplied By:	**Intelligent Voice Limited**
Used By:	**Many of the world's leading eDiscovery companies including Anexsys, Ankura, BDO, Complete Discovery Source, Critical Data, HaystackID, Legility, Lighthouse eDiscovery, Morae Global, PwC, ZyLAB and 36Brains, as well as Government departments and regulators such as the UK Home Office and the US Department of Justice Civil Anti-Trust Division.**