

Verint Financial Compliance

Transcription and Phonetic Search

In the heavily regulated world of financial services and trading, knowing what is being said — and by whom — is critical for ensuring compliance. But relying on random sampling to detect potential issues can be slow and risky. Businesses need an efficient way to make sense of unstructured voice streams, accurately reconstruct trade-related conversations, and surface non-compliant activities to avoid fines and loss of business.

Verint® Financial Compliance Transcription and Phonetic Search™ is a communications search and monitoring solution that allows users to quickly search, retrieve, play back, and analyze recorded voice calls originating from trading turrets, UC platforms, and mobile devices to help reveal suspicious conversations, facilitating quick compliance investigations. This powerful, scalable solution can help your organization adhere to regulations, enable trade surveillance, and protect its reputation by providing the means to mine large quantities of unstructured data within your voice recordings and reveal trends and specific events efficiently.

Because the solution can search, transcribe, process, and report on all recorded calls, it can help expedite investigations while eliminating the need for costly, time-consuming manual sampling. Your compliance officers and analysts can gain faster, deeper insight into trading room and financial back-office conversations, quickly find those that can put your organization at risk, and collaborate efficiently on cases.

Verint Financial Compliance Transcription and Phonetic Search can index and categorize audio recordings, enabling you to search for an unlimited number of terms. Suggested keywords and automatic search for pre-defined phrases help speed up the discovery of relevant calls and the reconstruction of trade events — an essential capability for responding to regulators' requests quickly. You can easily search and retrieve calls according to structured data and contextual filters to drill down to specific nuances of a deal.

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Now you can:

- Reduce operational and reputational risk by analyzing calls made via dealer boards, collaboration platforms, and mobile phones to quickly locate those containing suspicious words and phrases.
- Spot compliance and policy breaches before they escalate, to avoid non-compliance fines and penalties.
- Reduce the cost, time, and resources required for communications surveillance, best execution reporting, trade reconstruction, audits, and detecting fraudulent activities.
- Expedite investigations by financial regulators by providing a solution for addressing compliance with regulations, industry standards, and codes of conduct.

Verint Financial Compliance Transcription and Phonetic Search

Go Beyond Random Sampling with Automated Discovery

Verint Financial Compliance Transcription and Phonetic Search offers distinct voice search and discovery options to help you make sense of unstructured voice data based on your business needs:

- **Phonetic Search** – Enables users to search voice and video recordings using advanced call queries and metadata information. High-performance phonetic indexing enables you to search multiple keywords and phrases in recorded calls at the same time. You can also set up predefined phrases that are automatically searched by the engine during indexing, which can enhance search hit accuracy and accelerate call sampling and compliance investigations.
- **Speech Transcription** – Provides accurate transcriptions of spoken conversations, enabling you to extract high-quality data from complex financial services voice streams. With phonetic boosting, you can expand the vocabulary of the existing language model, enhance recognition of existing terms, suppress competing terms, and supplement pronunciations. This can help you accurately reconstruct trade-related interactions and quickly locate compliance breaches.

Enhance Investigations and Audits

Better still, the solution can automatically process and mine the entire content of calls and alert on issues in near-real time to help reduce the negative consequences of non-compliance. It can automatically screen interactions for specific keywords or phrases and categorize calls based on predefined labeling rules. The solution can help identify signs of anomalies, surface critical information, and enable your business to demonstrate best practices. This automated discovery capability can provide you with the ability to act on potential compliance issues before they escalate.

Since the solution can integrate with structured surveillance technologies, it can help analysts connect the dots between the unstructured audio and structured data pertaining to specific trades, such as instant messages and email. This expanded scope of surveillance can help you do more than reveal potential risks — it can help you ensure that your firm's standards and code of conduct are followed across the trading floor. It can also help you demonstrate compliance with specific demands during regular audits and ad-hoc investigations by regulators.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

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