

## PRODUCT BRIEF

### Oreka AC

#### Audio Capture for AI-Fueled Speech Analytics



OrekaAC is an open standards software platform that provides a simple and efficient method for contact centers, enterprises, service providers, and financial services organizations to leverage any third-party speech analytic solution for compliance, risk management, and customer experience requirements.

#### Hi-Fidelity Audio

OrekaAC supports upper-end audio sample rate formats, including G.711, OPUS, and uncompressed audio without storage limitations. Flexible and secure access to a real-time speaker-separated audio capture platform enhances third party AI-fueled Speech Analytic solutions without impacting legacy recording applications.

#### Access and Control

This solution supports single and multi-tenant cloud or premise-based telephony environments. Platform control is enabled via REST API with free, open, fine-grained privileged access to media and associated metadata with standards-based tools.

#### Benefits

- Augment existing legacy recording applications with real-time audio capture
- Leverage any third-party AI-fueled speech analytic solution
- Capture enhanced audio for improved transcription
- Gain media/metadata access and system control

#### Features

- **Stereo** – Dual channel accurately presents the voice of the customer and agent
- **Scale** – Audio capture for thousands of simultaneous calls
- **Adaptable** – Can perform alongside existing call recording solution
- **Intelligent** – Metadata support for speech analytics
- **Easy** – Rapid, self-configurable premise-based installation
- **Standard** – IP & SIPREC support for a wide range of telephony environments

## Metadata Augmentation

OrekaAC can be leveraged to collect non-audio data from CRM, ACD or agent desktop applications via the REST API, which can then be appended to audio recordings – thereby improving the ability to correlate, discover patterns and pinpoint specific types of interaction.

## Platform Support – PBXs and SBCs (sampling)

