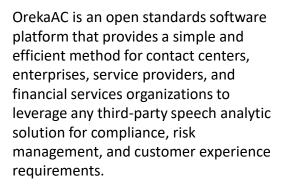


PRODUCT BRIEF

Oreka AC

Audio Capture for Al-Fueled Speech Analytics



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 Al-fueled Speech Analytic solutions without impacting legacy recording applications.

Access and Control

This solution supports single and multitenant 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 Al-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 premisebased 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)











































