



Automatic Speech Recognition

Create the Best Speech-Enabled Customer Experiences Yet

Your customers want to be heard. Cut wait times and empower agents to support callers more effectively with LumenVox by Capacity Automatic Speech Recognition (ASR).

LumenVox by Capacity grammar-based ASR provides the foundation for efficient, quality customer experiences using deep neural network architecture and state-of-the-art speech recognition processing. With ASR at the core, you can better serve your customers and build powerful speech applications.

How Automatic Speech Recognition Works

Understanding with Deep Neural Networks

- LumenVox by Capacity ASR uses an end-to-end recognizer to match chunks of utterances with corresponding transcribed text. No matter the accent or pronunciation, our ASR can recognize and understand it.
- This is more accurate than legacy solutions, which created words from phonemes and acoustics, meaning accents greatly impacted accuracy.

State-of-the-Art Speech Recognition

- The ASR is able to transcribe audio with any accent for a chosen language model.
- As part of the Capacity suite, the ASR transcription engine can work with other Capacity technology to provide advanced NLP/NLU solutions.

Accelerated Language Learning

- Easily extend and adapt the global language model without needing a complete phonetic lexicon.
- Serve a diverse base of users in a single location, or use the model in speech applications globally.

Why Use Automatic Speech Recognition



More Accurately Detect Speech

Recognize multiple dialects and accents with a global language model. There is no need to implement individual language packs to support your diverse customer base.



Improve User Experience

Determine the most likely utterances from your users' calls, even when they're spelling names or addresses. No repeating. No frustration.



Rapidly Deploy Speech Apps

Choose how to deploy your speech applications: on-premise, multi-cloud, or hybrid. LumenVox by Capacity offers businesses the flexibility to store their data, their way, and scale on their terms, with better resilience.

Use Cases



Voice-Enabled Self-Service

Save agent resources and caller time with AI-powered self-service, then use ASR to ensure voice-enabled virtual agents understand and can serve your customers.



Voice-Activated Control of Devices

Let your product users control their devices with voice commands for tasks like turning a system on and off, making them easier to use and aiding accessibility.



Route Calls to Specialized Agents

Ask customers about their needs via an ASR-powered IVR and route them to the agents best equipped to handle them.



Create your best speech-enabled customer experiences.
Connect with the LumenVox by Capacity team here.