



Home / Sesame



Sesame is a voice biometric identification system. Sesame uses natural speech for real-time caller identification, creating a voice print based on previous calls without the need of any enrollment process.

What can Sesame do for you?

Voice Biometrics Authentication: one of the main problems that companies' call centers face is that of identity theft. This problem is particularly prevalent in the finance, healthcare and insurance sectors. Voice biometrics technology provides call centers with an efficient tool to identify callers whilst maintaining a conversation.

Classification: automatic identification of clients' voice, gender, age and language without requiring previous enrollment which facilitates service automatization and tailoring. Improve the quality of your databases without the need for interaction by your agents. Sesame collects required data without interrupting a conversation between the agent and the customer, significantly reducing the time required by an agent to otherwise obtain this data and improving the overall experience for the caller.

Anti-spam: unwanted or irrelevant telephone call filtering. Based on previous calls, Sesame identifies the voice of people not relevant to the business as well as nuisance callers and other unwanted callers through an automatic filter process. The use of different devices will not inhibit our system from recognising the caller's voice thanks to the voice biometric technology that we are providing.

Answering machine detection: by including this technology in predictive dialers, Sesame detects whether or not there is a live call. Eliminating the number of voicemail inboxes your agents receive maximises their time as they only interact with live calls.



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Sentiment analysis and management: client vocabulary, sentiment and emotion management and control during the conversation. Sesame not only listens to the voices of those calling, but rather enters further into the conversations by analysing the emotional state of callers, thus providing the business with valuable and timely information.

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After one minute of recorded voice, this product is able to replicate the characteristics of the call to later replace the original voice with a synthesized one. This AI-based real-time speech synthesis algorithm is able to mimic any human voice just by having a small sample of it.

What can Loquista do for you?

Customized Text-To-Speech: generate audio files with a specific voice from a written text.

Voice design: design a corporate voice that represents your company in your videos, advertisements, audio guides, e-learning systems, voicemail, etc. A unique voice your customers will recognize worldwide, regardless of the language used.

Real-time voice generator: generate voices with certain characteristics from written text streaming in real time.

Modify a voice: modify the characteristics of an agent's voice, such as tone, timbre, emotion or speed in real time. Through the manipulation of an agent's voice we can maintain their privacy, adapt the characteristics of their voice to the gender and age of the interlocutor or standardize their voice to make it independent of their mood or of certain speech pathologies.

Customized translation: translate in real time a conversation taking place in different languages, whilst imitating the characteristics of the interlocutors' voices.

Full-text search: search for a word spoken during a conversation through the transcription of that word in real time.



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ToT

ToT is an AI agent assistant.
Through the natural process of language, ToT helps your agents perform their tasks in a more efficient and timely manner by offering your clients personalized solutions in real time.
ToT learns through the continuous analysis of conversations, specialising and adapting itself to your sector.
What can ToT do for you?
Level 1 ticketing: manage, support and automated resolution of level 1 tickets.
Human resources management: agent activity and presence control by means of keyboard, video and sound waves activity tracking.

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