

# Xdroid's Mandarin Transcript reaches **97,4% Accuracy**



# Voice Recognition

Voice recognition technology for Contact Center is more and more developed over the past years. So much so, that many Contact Centers use it, or consider using it in the near future. Why? The ability for software to accurately recognize, analyze, and improves Contact Centers performance tremendously.

Xdroid VoiceAnalytics continues to increase the number of supported languages such as English (UK, US) Dutch, Flemish Dutch, German, French, Spanish, Arabic, Hindi, etc. Chinese Mandarin is supported as well. We're proud to show you the below transcript, which achieved an astonishing accuracy rate of 97,4%. In the comparison, we use the transcript made by Xdroid's voice recognition engine and a certified translation of the same voice file. The certified translator added six and deleted four symbols from our file. **With only ten errors, the fault margin was 2,6%.**

Too good to be true?

Check for yourself; the complete voice file and the transcripts are available for your review in the following pages.

Of course, we would be more than happy to give you a [personalized demo](#).

## Certified translation

我叫 Mark 我是您的保险服务员 请问您是 请问能不能给我您的大名. 请问有什么可以为您服务的地方 请问您有任何疑问吗. 请问您有投保哪些保险您除了寿险以外还有投保其他保险 请给我您的账号是否能请教一下您对我们服务不满意的原因. 为什么我们部部门总是很慢我想看看其他的险种. 请问你们有卖车险吗有更优惠的费率吗. 有更便宜的保费吗. 你们的给付时间太长我不太喜欢这个比其他家公司的更贵. 我想跟你们的主管说我想把这件事反映到你们主管那边 我现在为了同样的事打来第二次了. 我已经听着音乐等你等了十分钟了你们的服务不错我想要未来让您继续服务. 非常谢谢你这个产品很适合我. 很棒. 我们总共有超过 100 万个客户我们也会尽力服务每一位客户. 只要出太阳而且没有下雨就比较少车祸. 很高兴告诉您我们可以降低您的保险支出. 我们会在 15 天之内给您了解您是否满意我们的. 我们的房子发生火灾而且被烧得很严重. 我们想要尽快复原 请问您可以协助我们吗.

## Transcript from engine

我叫 Mark 我是您的保险服务员 请问您是 请问能不能给您的大名. 请问有什么可以为您服务的地方 请问您有任何疑问吗. 请问您有投保哪些保险您除了寿险以外还有投保其他保险吗. 请给您的账号是否能请教一下您对我们务不满意的原因. 为什么我们部部门总是很慢我想看看其他的险种. 请问你们有卖车险吗有更优惠的费率吗. 有更便宜的保费吗. 你们的几副时间太长我不太喜欢这个比其他家公司的更贵. 我想跟你们的主管说我想把这件事反映到你们主管那边 我现在为了同样的事打来第二次了. 我已经听着音乐等你等了十分钟了你们的服务不错我想要未来让您继续服务. 非常谢谢你这个产品很适合我. 很棒. 我们总共有超过 100 万个客户我们也会尽力服务每一位客户. 只要出太阳而且没有下雨就比较少车祸. 很高兴告诉你我们可以降低您的保险支出. 我们会在 15 天之内给您了解您是否满意我们的产品. 我们的方式发生火灾而且被烧得很严重. 我们想要尽快复原 请问您可以协助我们吗.

## English Transcript

Hi my name is Mark and I am your insurance agent  
With who am I speaking  
Can I get your name please  
Please tell me the reason for your call  
Do you have a problem ?  
What kind of insurance do you have ?  
Do you have another insurance next to your life insurance ?  
Please give me your account number.  
May I ask you the reason why you are not happy with our services ?  
Why is our department allways late ?  
I want to buy another insurance. Do you have car insurance ?  
Do you have any special offers ?  
Your pay out period is really long. i do not appreciate that  
That is way more expensive than competition.  
I like to speak to your manager..

I want to escalate this to your supervisor.  
I am now calling you for the second time on the same topic.  
I have been waiting and listening to music for 2 minutes.  
That is great service, i really want to do more with you in the future.  
I want to thank you and this product suits me really well.  
That is fantastic.  
We have more than one million customers and we do our best to serve every one of them in the best possible way.  
When the sun is shining and when there is no rain there are fewer car accidents.  
I am please to say we can reduce the cost of your insurance.  
We will call you back in 15 days to see if you are happy with our product.  
Our house was on fire and we have a lot of damage. We want to have this recovered as soon as possible. How can you help us.

# About Xdroid

Request a  
personalized demo

THE  
TRUTH  
WILL  
SET YOU  
FREE

Xdroid is an independent, privately-owned software development company. This enables us to respond to changes quickly.

We believe that the truth will set you free

Our Artificial Intelligence solution, based on deep expertise, will reveal the truth about your customer interactions.

Analytics knowledge is the backbone of our development team.

Years of experience in developing high tech software for contact centers of financial institutions, utility companies, telecom operators, etc give us an incredible edge.

Start creating your success by understanding the truth.

We help you predict and anticipate in an uncertain and turbulent environment.

Let the truth set you free.





Agile solution  
Cutting edge technology  
Profound Industry knowledge

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