FANO Labs 有光科技

Callinter Lite

AI Speech-to-Text Platform

WHITEPAPER

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OVERVIEW

Callinter Lite: Speech-to-Text Platform

Powered by advanced AI technologies, Fano Labs provides a SaaS-based Speech-to-text Platform: Callinter Lite for companies that are looking for automatic transcription services; enterprises who want to add speech interactions to their existing analytics tool; and many more possibilities.
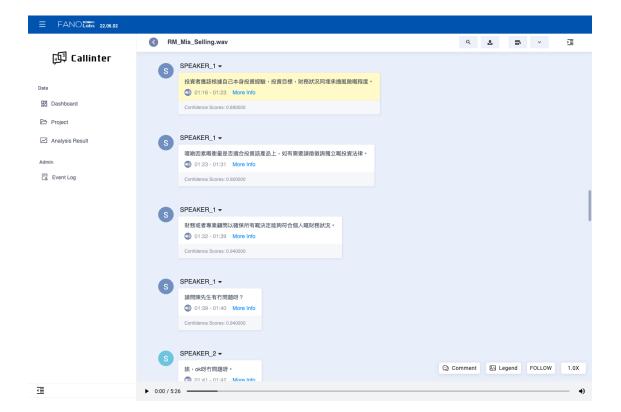
Callinter Lite replaces manual efforts and transcribes audio to text.

Lower Cost

Reduce the time and operating costs of converting speech to text.

Higher Efficiency

Boost your work efficiency by diverting manual work to decision-making processes

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USE CASE

Call Transcription

Call recordings and transcriptions are an important part of an effective customer service experience. Callinter Lite can help enterprises automatically convert all voice or video call audio tracks into text. The transcripts can then useful for the following purposes:

- Storage and records of all rep-to-customer conversations
- Big data analysis
- Audio search based on keyword
- Review and internal monitoring service quality
- Compliance check

Transcribe Meeting Notes / Audio Recordings

Callinter Lite can transcribe meeting and online recordings and other audio data into text with high accuracy. The system can significantly save your time for taking meeting minutes and enhance the work efficiency of your organization.

Generate Subtitles

With its speech-to-text capability, Callinter Lite can generate subtitles in SRT or CSV format that you can add to your videos in post-production.

TECHNOLOGY

Backed by decades of research, Fano Labs has developed state of the art language AI and speech technologies in-house with several patents obtained. These technologies include:

Automatic Speech Recognition (Speech-to-Text)

Our speech recognition technology is the powerhouse that drives all our speech-to-text AI solutions. Our unique Auto Language Detection feature detects audio languages and recognises any language switches within the same sentence, particularly useful for multilingual environments in this region – consider the scenario where the participants in a meeting are speaking in different languages, e.g. Cantonese/Mandarin/English, as most people can understand these languages. We support recognition of multiple major languages including Cantonese, English, Mandarin and more; as well as various dialects and other regional languages.

Speaker Diarisation

With advanced Speaker Diarization technologies, we excel in identifying multiple speakers and overlapping voices, even in single-channel (mono) audios.

KEY FEATURES

Callinter Lite offers the following features:

Auto-Language Switch
Detect audio languages and recognise any language switches on the fly. Capable to handle customer inquiries in English, Traditional Chinese and Simplified Chinese, as well as mixed languages.

Keyword Query Capabilities
Conduct text-based search for the exact wording mentioned in your audio content.

Audio Management
Import, export, review and manage the recordings with the provided graphic user interface.

Export Transcription
Generate and export the full transcription, or subtitles in SRT or CSV format that you can add to your videos in post-production.

Dashboard
Displays the general usage data

On-Premise and SaaS Platform Ready
We provide both on-premise and hosted services for different deployment models to fit different business need.

ABOUT FANO LABS

Fano Labs is an AI company headquartered in Hong Kong and with offices in Mainland China. Specializing in AI technologies including Automatic Speech Recognition (ASR), Natural Language Processing (NLP), Text-to-Speech, and Voice Biometrics Technologies, Fano Labs helps enterprises with customer services, compliance, and other lines of businesses.

With the advanced AI technologies, Fano Labs provides a smart Customer Service and Speech Analytics System, for customers from different sectors, where they can greatly enhance their management capability and have a better control over the service quality. Also, it will allow entities to reduce costs and improve the efficiency of customer service.

For more information about our solutions and organization, please visit: www.fano.ai

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