



## Speech Search User Guide

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**Americas Headquarters**

OAISYS

7965 S. Priest Drive, Suite 105

Tempe, AZ 85284

[www.oaisys.com](http://www.oaisys.com)

(480) 496-9040



## OVERVIEW

This document provides an overview of the Speech Search functionality within OAISYS Management Studio.

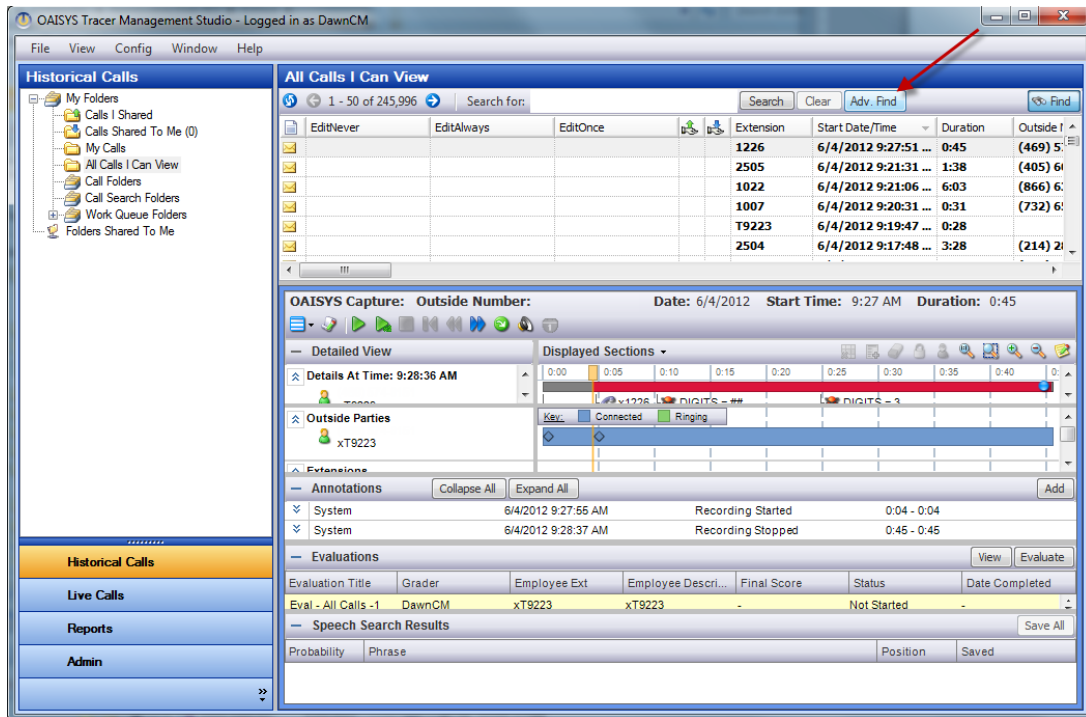
## REQUIREMENTS

- ◆ OAISYS version 7.3 or higher

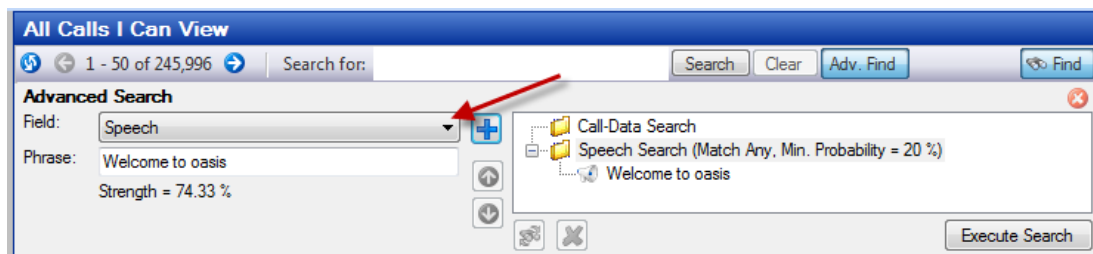
## SPEECH SEARCH

Speech Search access is granted automatically to those users having playback permissions enabled.

1. From Management Studio → Historical Calls → click on the Advanced Search button to access Speech Search



2. Using the drop list in Advanced Search → click on Speech → enter a word or phrase → Click Execute Search



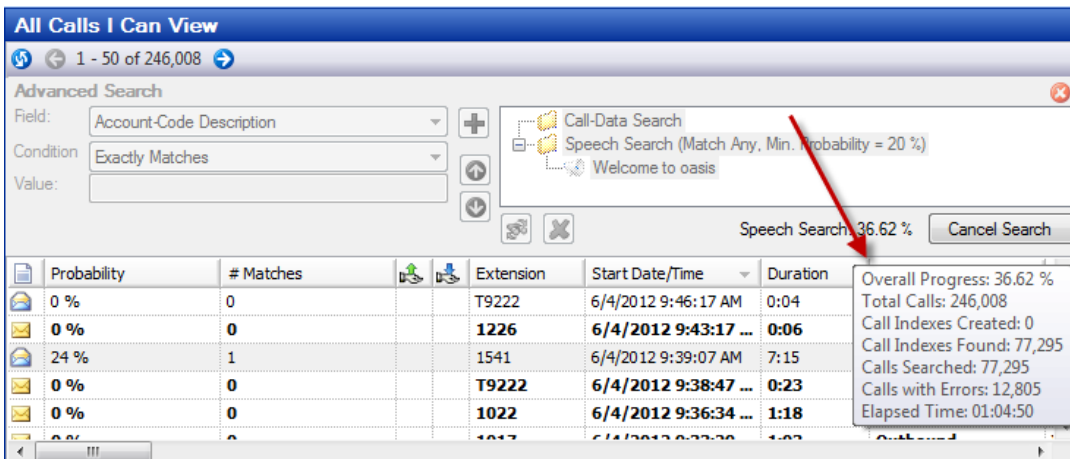
The system will calculate the strength of the search criteria. Keep in mind that speech searches are phonetically based; even a slight difference in spelling will

affect the outcome of the search results. You may add more than one word or phrase in the same manner as you add additional call data search criteria.

**NOTE:** The time to conduct a search is dependent upon the size of the database being searched. The fewer calls on which a speech search is performed, the faster the result time. If real-time indexing is used and a user performs a speech search on a folder containing calls that have not been indexed, those calls will be indexed at that time and may cause slower than expected results.

As the speech search is running, the percent complete will be displayed. Hovering over this percentage will display additional information such as:

- ◆ Overall Progress
- ◆ Total Calls
- ◆ Call Indexes Created
- ◆ Call Indexes Found
- ◆ Calls Searched
- ◆ Calls with Errors
- ◆ Elapsed time

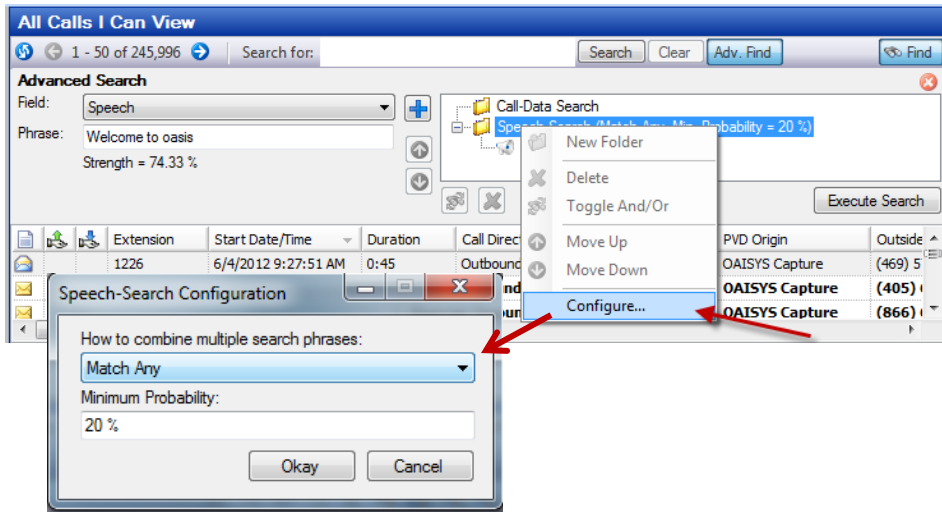


The screenshot shows a software interface titled "All Calls I Can View" with a search bar and a table of call records. A search is in progress, indicated by a progress bar showing "Speech Search 36.62 %". A red arrow points to this progress indicator, which has a tooltip open showing the following statistics:

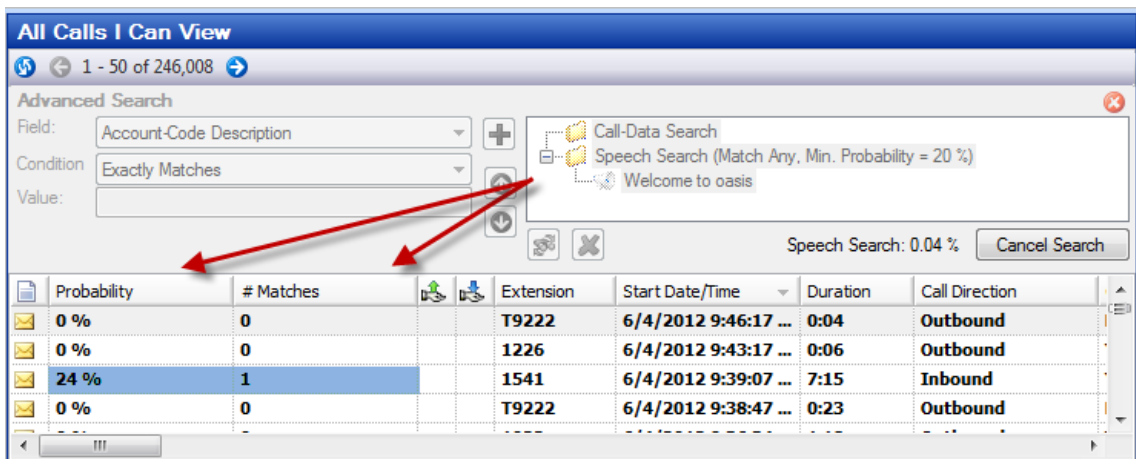
- Overall Progress: 36.62 %
- Total Calls: 246,008
- Call Indexes Created: 0
- Call Indexes Found: 77,295
- Calls Searched: 77,295
- Calls with Errors: 12,805
- Elapsed Time: 01:04:50

Probability	# Matches	Extension	Start Date/Time	Duration
0 %	0	T9222	6/4/2012 9:46:17 AM	0:04
0 %	0	1226	6/4/2012 9:43:17 ...	0:06
24 %	1	1541	6/4/2012 9:39:07 AM	7:15
0 %	0	T9222	6/4/2012 9:38:47 ...	0:23
0 %	0	1022	6/4/2012 9:36:34 ...	1:18

3. Right-click on Speech Search to configure probability matches
  - Match any – this displays calls with at least one of the phrases entered
  - Match all – this displays calls containing all of the phrases entered
  - % probability - this is the likelihood the phrase was spoken during the call
    - If probability is set to 30%, all results with a 29% probability or less will be displayed as 0% - by default, this is set to 20%



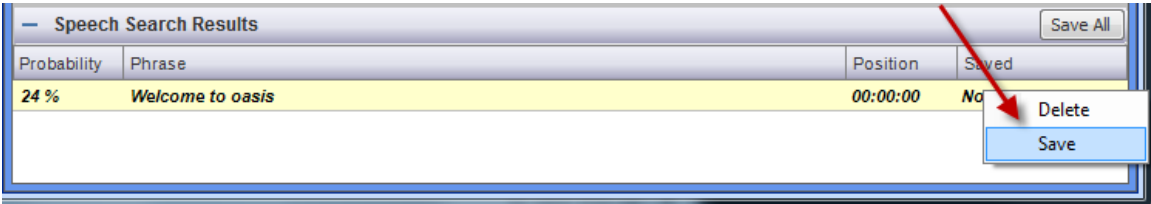
4. As the Speech Search completes, the calls that were searched appear in the call grid with a “Probability” and “# Matches”. These columns are sortable once the search is complete. In the example highlighted below, there is a 24% probability that the call contains the phrase “Welcome to oasis” one (1) time.



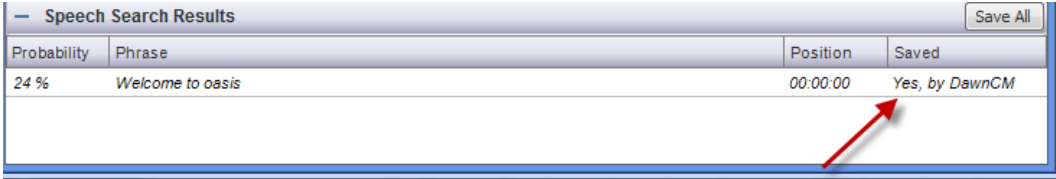
**NOTE:** The # Matches column represents the number of times that phrase was spoken during the call recording. Pre-existing searches should be conducted using Annotation text

Once the speech search is complete, the results for the highlighted call in the call grid will appear in the Speech Search Results section of the user interface. The probability and phrase are displayed. The Position indicates the point in time where the phrase was spoken. The saved column indicates if the speech search results have been previously saved.

- 5. To save your speech search results, highlight the desired call to save → right-click and choose save



- Once saved, the system displays the user saving the speech search results



- If more than one phrase was found or if a phrase was found more than once, the Save All button can be used to save all speech searches
- This tags the search phrase as an annotation

**NOTE:** If you navigate away from a search, the system will prompt a warning that navigating away will cancel the search in progress