Veritone unlocks the power of cognitive computing to automatically generate actionable insights, previously inaccessible to organizations in their audio, video and other data sources. It is particularly valuable in legal environments, harnessing the power of artificial intelligence for eDiscovery and compliance professionals, enabling them to cost-effectively manage and analyze large volumes of unstructured evidentiary media and case material in near real-time and at significantly lower costs. Legal and compliance teams are using AI today to transcribe, translate, redact and find objects - all with structured and conceptual analytics - with higher accuracy results by blending and orchestrating multiple cognitive AI engines, pulling in the strongest AI engine to address specific areas. Michael Swarz, J.D., Product Marketing Manager, Legal, provided more details.

Why do you consider so many businesses to be data-rich yet intelligence-poor?

The amount of data in the world today is mind-boggling. According to a recent IDC survey, there are 7,910 exabytes of data in the world (a single exabyte is a 1 followed by 18 zeroes). Furthermore, the same survey found that the same amount of data in the world that existed from the year 0 to the year 2014 is the same amount of data that is created every 15 minutes today. With all this data – which, according to Gartner, is 80% unstructured data such as audio & video files – it's no wonder organizations are seeking solutions to gain actionable insights into the quality of their data to meet electronic discovery, regulatory compliance and business intelligence requirements.

In what ways does your aiWARE operating system enable organizations to unlock and use the full power of cognitive computing to derive actionable information from a variety of sources?

aiWARE by Veritone enables organizations to unlock and use the full power of cognitive computing to derive actionable intelligence from a variety of sources by resolving critical and often systemic issues facing industries, institutions, and individuals by leveraging advanced AI systems, large hyper-scale databases, and proprietary data feeds.

AI systems span many functions, some replicating capabilities of the human brain, such as natural language processing, face and object recognition, sentiment analysis, anomaly detection and prediction, while others analyze and learn the patterns that surround us. aiWARE unlocks the full power of cognitive computing to derive actionable intelligence from these sources.

Our platform of top-notch cognitive engines is processing information at volumes and speeds designed to mimic and exceed the processes of the human brain. These engines, working together, acquire knowledge and understanding through thought, experience, and the senses. Veritone believes that for AI to truly come to life and reach its full potential, the cognitive cloud must be open to all businesses, institutions, and individuals.

How can your platform be deployed to increase efficiency and improve customer interactions in the contact center environment?

To increase efficiency and improve customer interactions in contact center environments, our aiWARE solution provides automated near real-time surveillance capabilities for call center audio calls. We can help find spoken words and detect when specific words are spoken in call centers. What's more we can also find faces and determine speaker sentiment and objects from video calls if a call center has that capability. We automate and improve call center workflow processes and efficiencies.

aiWARE can transcribe, translate, redact, analyze call center conversations and can also plug into existing phone recording systems and review platforms to provide call center clients a near real-time experience. Our accuracy, ability to deploy custom workflows and open ecosystem allow us to understand call center data and configure the best workflow for optimum results. We do so by orchestrating multiple cognitive artificial intelligence engines to translate and transcribe call center recordings, which in turn provides call centers: workforce optimization and flexibility along with enhanced accuracy and convenience.

In what verticals does your solution enable companies to meet regulatory compliance requirements?

Verticals currently enabled by Veritone's aiWARE solution include: Legal & Compliance, Media & Entertainment and Government. At the same time, aiWARE is designed to deliver insights for any industry to realize the full potential of artificial intelligence. Veritone offers multiple deployment models, applications and integrations addressing a broad range of business and organizational challenges, while identifying new opportunities for growth.