

Project Voice Analytics

Background

- Voice analytics forms a significant portion of the Data that the bank generates and retains (recorded lines)
- As a third line of defense function, we currently do not have capability to analyze voice data holistically and use that information to influence our assurance execution

PoC Objectives

- Using “Private Banking”, as pilot, develop a solution/ tool that can ingest voice data and convert that into text, which can then lend itself for analytics
- The solution should be able to cater to the key languages used in Asia (English, German, to begin with) and be able to handle financial services terms/ jargons
- Once converted into Text, a number of analytics can be performed in the areas of:
 - Investment Suitability and Appropriateness
 - Conduct Risk
 - Fraud

PoC key success criteria

- A solution which can convert voice data in large volumes into Text
- Accuracy % of conversion of voice data into text, specifically
 - Ability to convert different languages/ dialects / accents
 - Ability to interpret financial services terms/ jargons into text

Key Outcomes

- Structured text data readily available to be able to run different scenarios/ tests and derive insights which can be used in audit execution
- Possible Future uses – In Investment Banking, Global Markets and Operations for a number of different tests/ use-cases