European Commission

BIG SPEECH DATA ANALYTICS FOR CONTACT CENTRES
Bison

Over the past decade, big data and digital platforms are radically transforming every industry. The large volumes of data generated from equipment, machines and people provide significant opportunities for innovation, new business models and smart products and services. Using voice biometry, a speech processing technology, will enable easy identification of customers through the unique sound of their voice. This makes it the perfect technology to increase security in a wide range of uses in administration and business.

Contact centres are an important business for Europe: 35.000 contact centres generate 3.2 million jobs. A typical contact centre produces a wealth of multilingual spoken data which is currently mined by humans. The EU-funded BISON project developed a technology which can analyse speech and provide customer feedback in real-time. This technology also allows contact centres to efficiently gather information from the big data collected. The automated monitoring system created by the BISON project can extract useful information from calls and give feedback to administrators to improve their customer service and information provided in the future. This will make call times shorter and result in happier customers while significantly enhancing security. The automated system will also enable contact centres to spot frauds and people trying to impersonate someone else. The project supports different European languages and the conversation is processed by key words spotting and full transcription of the text. An important feature of the project is the automatic anonymization of recordings that is in line with The General Data Protection Regulation (GDPR).

BISON

Project in brief

- **Total budget:** EUR 4 097 952
  EU-contribution: EUR 3 090 824
- **Period:** 01/2015 – 12/2017
- **Countries involved:** Czech Republic (coordinator), Belgium, Spain, Luxembourg, Italy

KEY FIGURES IN THE EUROPEAN UNION

It is estimated that the number of Europeans working in data-related jobs will increase up to 10.43 million by 2020

There were 255.000 data companies in 2016 in the EU. This figure will increase to 359.050 by 2020

The benefits of the Digital Single Market have been estimated at up to EUR 415 billion

A EUROPEAN STRATEGY TO SUPPORT THE DIGITISATION OF THE INDUSTRY

The Digital Single Market creates opportunities for new start-ups and allows technological development of existing companies in a market of over 500 million people. Big data and the digital transformation it presents for EU businesses and society provide enormous growth potential for Europe. The fourth industrial revolution is already unfolding, opening up new horizons driven by new-generation digital technologies and big data. Europe can benefit greatly from this revolution as digitalisation of products and services can add more than EUR 110 billion of annual revenue for our industry until 2020.

To embrace these opportunities, the European Commission presented the Digitising European Industry initiative in April 2016. The aim is to ensure that every business in Europe – whichever the sector, wherever the location, whatever the size – can draw the full benefits from digital innovations.

More info: bison-project.eu
www.myforce.be/cc/bison
cordis.europa.eu/project/rcn/194308_en.html