

5.3 Customer Conversation Patterns Report

Bright Pattern Documentation

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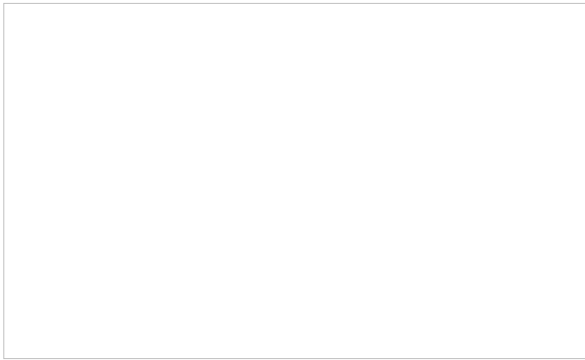
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Speech To Text Integration (STT)

Speech To Text (STT) integration allows your contact center to use speech-to-text functionality to transcribe voice calls and save the transcriptions to interaction records. Full-text transcripts are searchable and include sentiment attributes (if Natural Language Understanding is enabled).

Bright Pattern integrates with STT providers such as IBM Watson, GoVivace, and Google.

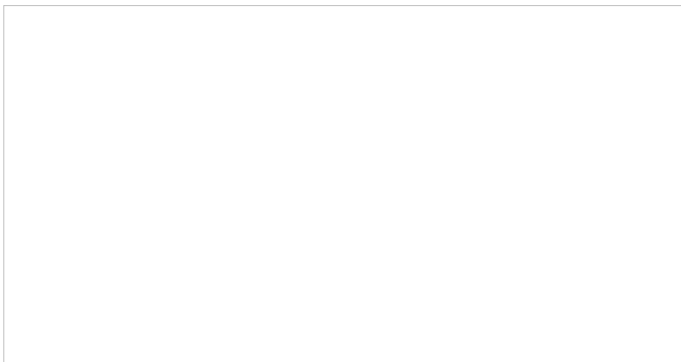


Select the type of STT integration

Google Properties

Google's Cloud Speech API converts audio to text. In the Properties dialog, enter the credentials of your Google synchronous STT instance as follows. This allows Bright Pattern to access your STT resource and use it in interactions.

Please note: Google STT requires a payment method to be attached to the account; without this, the STT service would silently not work, and there would be an error in the Google API dashboard.



Google synchronous STT integration account properties

Name

The unique name of this integration account (any)

Type

By default, "Google synchronous STT" because you selected this type when adding the account.

URL

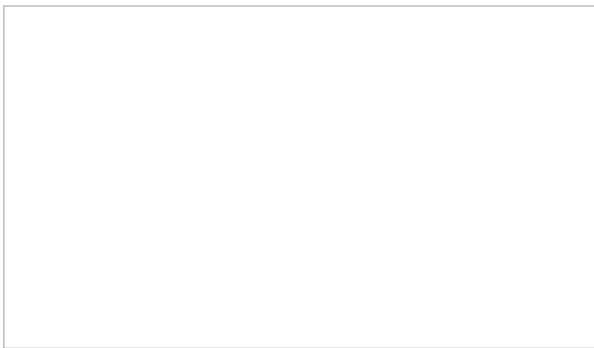
By default, <https://speech.googleapis.com/v1/>

API key

The service key ID that is used to authenticate Google's Cloud Speech API. This is generated when you get credentials for your service account.

GoVivace Properties

In the Properties dialog, enter the credentials of your GoVivace STT instance as follows. This allows Bright Pattern to access your STT resource and use it in interactions.



GoVivace integration account properties

Name

The unique name of this integration account (any). Because you can have multiple integration accounts of the same type, it is helpful to have a descriptive, memorable name.

URL

By default, `wss://services.govivace.com/telephony`

STT integration uses the secure WebSocket protocol (i.e., "wss"), so only the `wss://` prefix is allowed.

API Key

The GoVivace API key

Default account

Select the *Default account* checkbox if this integration account is to be the default STT integration account.

Watson Properties

In the Properties dialog, enter the credentials of your IBM Watson STT instance as follows. This allows Bright Pattern to access your STT resource and use it in interactions.



Watson integration account properties

Name

The unique name of this integration account (any).

Type

By default, "Watson" because you selected this type when adding the account.

URL

Websocket prefix + your IBM Speech to Text URL. You can find the URL in your IBM Speech to Text service credentials.

For example: `wss://api.us-south.speech-to-text.watson.cloud.ibm.com/instances/1a23456f-121d-4c52-bc06-62168f5a18de`

Note that STT integration uses the secure WebSocket protocol (i.e., "wss"), so only the `wss://` prefix is allowed.

Authentication method

API key

The API key (string) for the service instance in your IBM Speech to Text resource, which is used for making secure, authenticated requests.

You can find your API key on IBM Cloud by going to your Speech to Text service credentials.

username/password (legacy)

Please note: This option is deprecated as of Bright Pattern Contact Center version 5.3.12. For authentication, you must use **API key** (see above).

The *username* and *password* are the username (string) and password (string) that were originally used to authenticate IBM's Speech to Text service APIs. The username and password were previously provided in the service credentials for the service instance. We refer to username/password authentication as "legacy" because IBM does not support this method of authentication, as of October 30, 2019. IBM now supports only IAM authentication (API key). You can learn more about IAM authentication at [IBM Cloud Docs](#).

Default account

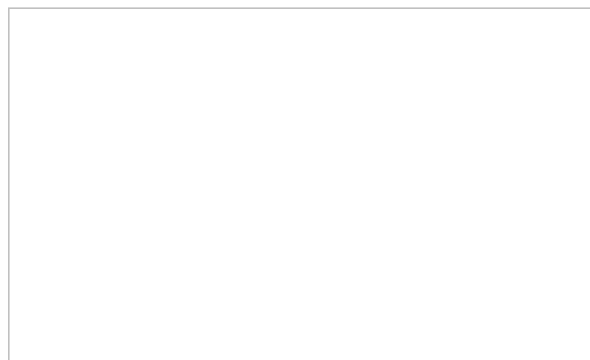
Select the *Default account* checkbox if this integration account is to be the default STT integration account.

1. REDIRECT [5.3:Contact-center-administrator-guide/Appendices/Countries,CodesandTimeZones](#)

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Speech To Text (STT) integration allows your contact center to use speech-to-text functionality to transcribe voice calls and save the transcriptions to interaction records. Full-text transcripts are searchable and include sentiment attributes (if Natural Language Understanding is enabled).

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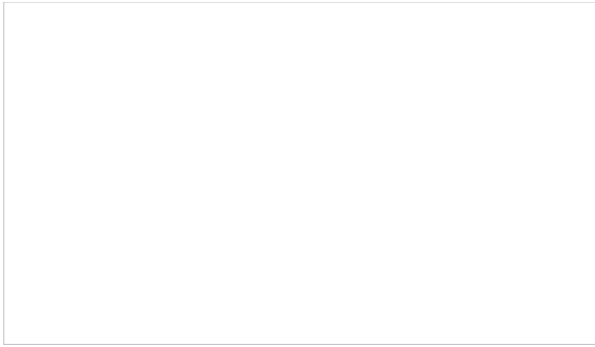
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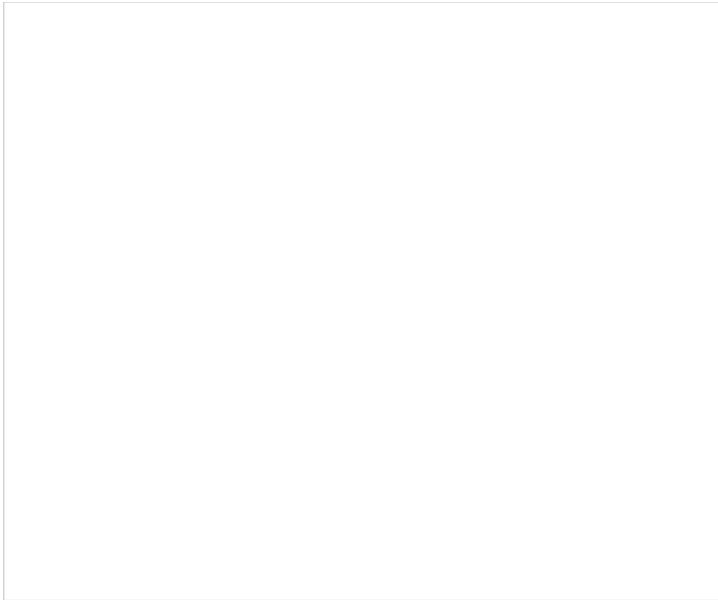
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URL

Websocket prefix + your IBM Speech to Text URL. You can find the URL in your IBM Speech to Text service credentials.

For example: `wss://api.us-south.speech-to-text.watson.cloud.ibm.com/instances/1a23456f-121d-4c52-bc06-62168f5a18de`

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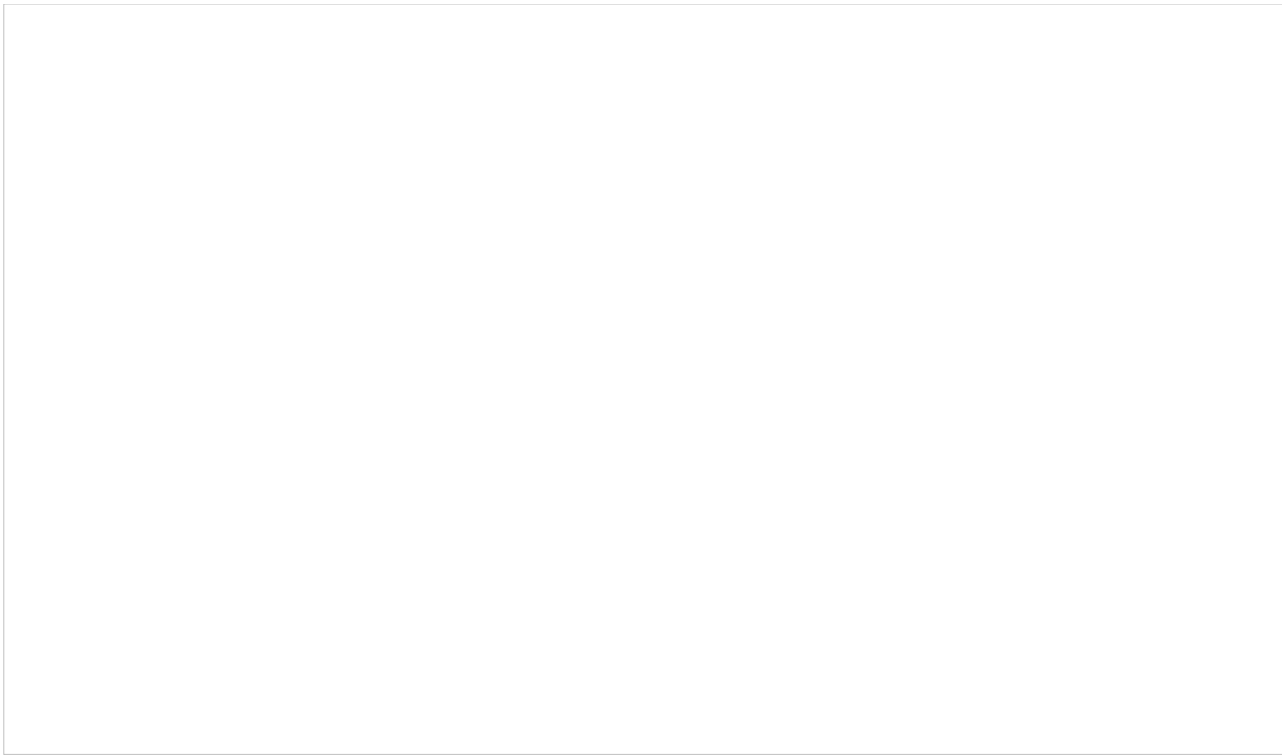
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Customer Conversation Patterns Report

The Patterns report provides supervisors and administrators with a visual representation of keywords found in interaction records, along with the ability to conduct a full text search on interaction records. Keywords are shown in a word cloud, in which the most frequently used words are larger than less frequently used words. Supervisors and administrators should be able to find subset of interaction records based on set of keywords (phrases) they contain.

The Patterns report can be run for a selected timeframe and by service. Either all keywords or only those used by customers can be used for cloud creation. When the report is run, the resulting word cloud should contain information that corresponds to keywords saved with transcripts.

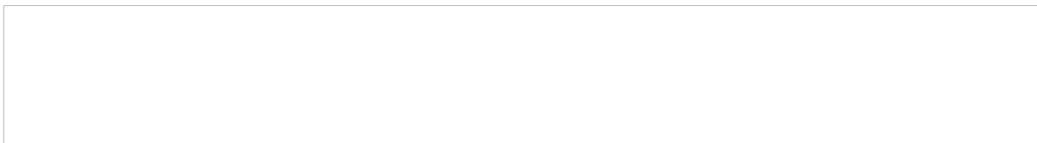
Note that the Patterns report requires Natural Language Understanding (NLU) for identification of keywords and Speech to Text (STT) for converting vocals from voice interaction into text. As such, Patterns reports can be run only if a default [STT integration account](#) and [NLU integration account](#) have been configured for your contact center.



Patterns word cloud report

Filters

Patterns report filters are described as follows.



Patterns

Time frame

Select the desired reporting time frame. For example, if it is your practice to start your day with reviewing results of the previous day, select the *Yesterday* time frame.

Choose from the following:

- Today
- Yesterday
- This week
- Last week
- This month
- Last month
- Custom

To request a report for a specific time interval within a day, select a day time frame (*Today* and *Yesterday*) and use the *From* and *To* fields to specify the desired interval. This may be convenient if you need to get separate reports for different contact center shifts. To get a report for a shift that begins before, and ends after, midnight, select time frame *Yesterday*, and set the desired start time in the *From* field and the desired end time in the *To* field.

From

From is the date that the desired time interval for the report begins.

To

To is the date that the desired time interval for the report ends.

Time zone

Click the link to specify your default [time zone](#) and locale for the report's time interval.

Service / campaign

Any services or campaigns configured for your contact center are listed in the *Service / campaign* drop-down menu. Select the desired service(s) and campaign(s) to be used for the full text search.

Customer

When selected, the *Customer* radio button enables customer interaction records to be searched. By default, the *Customer* radio button is selected.

Agent

When selected, the *Agent* radio button enables agent interaction records to be searched.

How to Run a Patterns Report

1. First, make sure that a [Speech to Text \(STT\) integration account](#) has been configured for your contact center. STT is required for converting voice to text for voice services.
2. In the Contact Center Administrator application, go to section *Reports > Patterns*.

A rectangular box containing a blue text link labeled "Patterns-Report-5399.png". The rest of the box is empty, representing a missing image or a placeholder for a screenshot of a report.

[Patterns-Report-5399.png](#)

3. Specify filters (see [Filters](#) descriptions).
4. Click the **Run** button.

5. The word cloud will be created according to the set of words and how often they were used (e.g., words that are used often are shown in larger font).

[Patterns-Word-Cloud-50.png](#)

