

Intelligent Voice for Relativity Collateral for Partners

Second Edition

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Contents

Contents	3
Scope & Aims	4
Two Slides on Intelligent Voice in Relativity.....	5
Slide 1.....	5
Slide 2.....	5
Key Benefits.....	6
Key Benefits from Free Capabilities	6
Intelligent Audio / Video Validation	6
Intelligent Voice Player	6
Redactions & Data Subject Access Requests.....	7
Key Benefits from Paid Capabilities	8
Voice Identification Management	8
Processing & Indexing	9
Review & Analysis.....	9
Payment Card Information Compliance.....	10
Productions & Exhibits.....	10
Case Studies for Intelligent Voice in Relativity.....	11
Content for a Single Slide or Page.....	11
Full Set of Case Studies.....	11
Sample Processed Cell Phone Call Produced From Relativity	11
Possible Questions to Ask Regarding a Client Project.....	12
User Guides for Intelligent Voice in Relativity.....	13

Scope & Aims

The aim of this document is to provide collateral to Relativity Partners of Intelligent Voice for use in their own marketing, sales and project collateral and documentation.

For example:

- Sales presentations
- RFI / RFP responses
- Project proposals
- Knowledge bases

The document structure reflects the sorts of things partners tend to request from Intelligent Voice:

- A couple of slides for a sales presentation
- Key benefits / differentiators
- Case studies that can be shared
- Possible questions to ask regarding a client project
- Example of a processed recording in or from Relativity
- User guides specifically for Intelligent Voice in Relativity

For any additional content required, please reach out to either your Account Manager or support@intelligentvoice.com

Two Slides on Intelligent Voice in Relativity

Slide 1

- Highly Accurate, Private, GPU-Accelerated, Cross-lingual & Multilingual Transcription
- Robust across Capture Methodologies, Near & Far Field Audio and Recording Quality
- For over 25 separate Western, Middle Eastern, South, Southeast & East Asian Languages
- Processing Unimpeded by Unsupported File Types, Silent Recordings or Larger Files
- Time / Split Gapped & Speaker Separated Transcribed Text Blocks with Karaoke Highlighting
- Player Demarcations for changes in Environment, Spoken Languages, Pace & Confidence
- Automatic Tag Summarization surfaces Unexpected Language & Additional Keywords
- A Private, Generative AI, Narrative Summarization is also provided for each Recording
- Proportionality of optional indexing of identified alternatives for lower quality audio
- Case Lexicon Additions and Model Adaptations are available within Relativity

Slide 2

- Supports Relativity Server as well as RelativityOne and with all the same functionality
- Deploy on VM, GPU Server or Private Cloud – whether Relativity-Integrated or Air-Gapped
- 8 step Intelligent Culling workflows reduce hosting, processing and review
- Pay As You Go – Per hour of transcribed media – Independent of features used
- Pre-Processing Billing Determinations | Post Processing Billing Confirmations
- Proven interoperability with Relativity Conceptual Analytics & Active Learning
- Redactions of audio & text for concurrent case productions & DSARs at no additional cost
- Range of government-hosted case studies with Founder & CEO-level endorsements
- Acknowledged Dominant Player in the Audio / Video Discovery Space
- UK Government funded, ISO 9001 & 27001 certified NVIDIA Inception Partner

Key Benefits

Key Benefits from Free Capabilities

Intelligent Audio / Video Validation

<https://apphub.relativity.com/solutions/intelligent-audio-video-validation>

- No need to rely on metadata durations until you can access the item
- Avoid clicking into individual media files to review only to discover they can't be played
- Highlights all media files across a Search Set or Workspace that have yet to be decrypted, or that were incorrectly collected or produced
- Remove unreviewable media from Relativity to avoid any further Relativity hosting charges
- Precise H:MM:SS durations listed for media files
- 0:00:00 durations and associated error message returned for any unplayable corrupt or encrypted media file
- Summable Numeric format durations enable precise sub-second totalling of playable duration
- Available in Review and Repository Workspaces

Intelligent Voice Player

<https://apphub.relativity.com/solutions/intelligent-audio-video-player>

- Precisely calibrate playback by source type, e.g.: Zooms versus Squawk Boxes
- Precisely calibrate playback based on who's speaking
- Reduce time taken to review both clear and unclear speech: listen to difficult speech more clearly & clear speech more quickly
- Navigate by elapsed time to the sub-second
- Skip ahead through any irrelevant speech
- Skip past any silence, long or short
- Spot any short pauses, deep breaths, or other sounds
- Eco mode slider provides a less energy intensive view, improving user experience whilst reducing energy consumption
- Compatible with Relativity popped-out viewer
- Available in Review and Repository Workspaces
- Also available as a downloaded standalone review player

Redactions & Data Subject Access Requests

<https://apphub.relativity.com/solutions/intelligent-voice-redaction>

- Intuitive playback and zoom controls from the free Intelligent Voice Player
- Easy audio redactions from either waveform selection and / or timestamp entry
- Supports differently redacted versions of the same audio / video file, available concurrently within Relativity
- Supports any and all of the following use cases in all combinations
 1. Teams with different expertise - e.g.: one team focuses on profanity or irrelevance, whilst another team focuses on assessments of privilege.
 2. Hierarchies within a team - e.g.: where paralegals apply draft redactions for approval, and reviewers confirm and approve.
 3. Different requesting parties - e.g.: multiple parties on the same call recording, with the attorneys for different parties requesting different redactions to the same recording.
 4. Sequential or overlapping requests regarding the same party - e.g.: where a case custodian submits a DSAR mandating a response ahead of the case disclosure schedule, and with separate redactions required.
 5. Separate regimes & redaction rules within a given jurisdiction - e.g.: Disciplinary | Regulatory | Litigation | Criminal Justice
 6. Variations in privacy requirements across different jurisdictions - e.g.: New York versus Frankfurt; California versus Texas
- Produce redacted audio files with confidence, free of sensitive material
- Redacted files integrate with Relativity's own native production processes for both single file downloads and bulk production sets
- Both redacted and unredacted objects can be combined in the same single Relativity production set

Key Benefits from Paid Capabilities

Voice Identification Management

<https://apphub.relativity.com/solutions/intelligent-voice-identification-management>

- Provides robust and defensible identification and collection for voice
- Available at all stages of the Electronic Discovery Reference Model from Identification & Collection through to Production & Presentation
- Mitigates the quality or otherwise of information governance prior to the case
- Mitigates the absence of a regulatory minimum for voice recording quality in many jurisdictions and domains
- Review and analyse all recordings where a particular speaker features regardless of metadata attribution
- Demonstrably performant even where reviewers, long familiar with accents in a particular locale and with the custodians themselves, struggle to distinguish between different people speaking
- Mitigates the full spectrum of voice metadata issues including:
 - Borrowed credentials for desk phone logins
 - Out of date phone number registries
 - Conference call speaker phones
 - Withheld caller details
- Also applicable to deep fake videos and audio recordings

Processing & Indexing

<https://apphub.relativity.com/solutions/intelligent-voice-discovery>

- Complete solution for audio / video analysis, review, production and presentation within the Relativity platform
- Available edge on-prem or private cloud for both Relativity Server and RelativityOne
- Processed audio and video slots into the same Relativity workflows as other communication file types, enabling a reliable, consistent and accurate review
- Same processing capability and functionality whether cloud or server based, and for air-gapped workflows between processing and review environments
- Accelerated, efficient, highly accurate multilingual & cross-lingual processing
- Enables mime type and codec combinations unsupported by Relativity to be played and reviewed inside Relativity
- Processing unimpeded by unsupported file types, silent recordings or so-called larger files
- Intelligent culling and GPU-accelerated processing reduces the environmental impact of dispute resolution, minimizing the carbon footprint, whilst improving the speed of review
- Eliminates the expense and over-retrieval of legacy phonetic search technologies, and their dependencies on non-intuitive search syntaxes, niche skills sets and alternative workflows

Review & Analysis

<https://apphub.relativity.com/solutions/review-analysis>

- Automatic tag summarization and surfacing of unexpected language & topics aligned with playback within the Player
- Visualized search term reports alongside any ad hoc Keyword Search or Extracted Text searches, also aligned with playback within the Player
- Channel & speaker separation of transcribed text combined with timestamped split gaps
- Private, proprietary Gen AI narrative summarization also provided
- Review voice in the same workflows as all other data types in Relativity, reducing investigation time and improving results
- Proven interoperability with Active Learning, Conceptual Analytics & Relativity aiR
- Available in both Repository and Review Workspaces

Payment Card Information Compliance

<https://apphub.relativity.com/solutions/intelligent-voice-pci-compliance>

- Accurate, reliable, GPU-accelerated, automatic Payment Card Information redaction
- Endorsed by Zendesk and available for Relativity partners & clients
- Available anywhere - edge, data center or private cloud
- Available at all stages of the Electronic Discovery Reference Model from Identification & Collection through to Production & Presentation

Productions & Exhibits

<https://www.relativity.com/data-solutions/customizations/app-hub/intelligent-voice-exhibits/>

- Produce a Web Video Text Track .vtt transcript from within either Relativity or a downloaded HTML player
- Web VTT can be used to display the relevant transcribed text on-screen as a video is played
- Separation within the Web VTT between successive segments of text is taken from the split gap timing within the Player
- Web VTT files can be converted to other time-aligned, video-orientated presentation formats such as SubRip or TTML Timed Text Markup Language subtitling formats
- A separate transcript, channel or speaker-separated and without timestamp separation, can also be produced
- A private, Gen AI narrative description can also be produced for each item to be presented

Case Studies for Intelligent Voice in Relativity

Content for a Single Slide or Page

- “One of the world’s largest financial & banking institutions”
 - Large volumes of compressed, low quality, multi-accented voice recordings
 - Dialogue included both ambiguous terminology and unclear speech
 - Enabled a quick, accurate and defensible human assessment of the dialogue
 - Combined with Relativity’s Conceptual Analytics
 - Successful outcome for a complex and time-sensitive matter
- “One of the most egregious wrongful conviction cases in the United States”
 - Production of over a thousand phone calls from plaintiff’s period of incarceration in a compressed lossy format
 - Absence of dialed number detail meant legally privileged calls could not be identified from production metadata
 - Intelligent Voice Limited’s GPU-accelerated speech to text returned the entire dataset for review the next working day
 - Auto-generated executive summary of each recording enabled the review team to confirm privilege in a matter of seconds for any given call.

Full Set of Case Studies

Please see <https://support.intelligentvoice.com/hc/en-us/articles/26677500141075-Intelligent-Voice-Case-Studies-for-the-Relativity-Application>

Sample Processed Cell Phone Call Produced From Relativity

Please see <https://support.intelligentvoice.com/hc/en-us/sections/33558254317587-Sample-Cell-Phone-Call-produced-from-Relativity>

Possible Questions to Ask Regarding a Client Project


- Source Channel Count – Mono, Dual or Multichannel?
- Time Zones if More Than One?
- Spoken Languages?
- Source Audio Quality?
- Any Videos with No Audio Track?
- Any Minimum Evidential Durations?
- Any Privileged and / or Irrelevant Recordings?
- Any Priority Data to Process First?
 - Priority Custodians?
 - Priority Time Period?
 - Priority Data Sources?
- Specific Language for the Matter?
 - First Names?
 - Surnames?
 - Product Names?
 - Company Names?
 - Place Names?
 - Other domain-specific terminology?
 - Any colloquialisms or slang?


User Guides for Intelligent Voice in Relativity


<https://support.intelligentvoice.com/hc/en-us/categories/1500000363902-Intelligent-Voice-Relativity-Application>


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