

Dubber Corporation Ltd

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Dubber Corp data confirms Australians regard voice data insights as helpful in workspace

Dubber Corp Ltd (ASX:DUB) has received data confirming that despite nine in 10 Australian business workers reporting that applying insights from voice data would be helpful, more than three in five companies are not doing so.

Dubber's Big Voice Data Report 2019 surveyed 2,500 business works across Australia, the UK and US and revealed more than half of Australian managers (51%) had experienced miscommunications with a colleague or client due to a lack of information trail.

Voice data capture allows business phone conversations across the entire business to be recorded and transcribed (voice-to-text), unlocking new steams of business intelligence - from compliance and quality assurance to sentiment analysis and alerts for customer service and dispute resolution.

Chief executive officer Steve McGovern said he believed the industry was starting to see the game-changing benefits that voice data analysis could provide for businesses big and small.

"A new field of analytics"

"We are only at the tip of the iceberg of what voice data capture can provide at scale.

"Speech intelligence is a new field of analytics and is the final frontier of data to be mobilised for strategic purposes - it can unlock detailed information on consumer sentiment, issues management, call outcomes and many other variables, helping drive better customer service, improving knowledge of client needs and ultimately increasing business performance.

"Our platform is opening up a new world of insights for businesses across the globe with the ability to record not only contact centre calls but also calls taking place across the organisation."

Survey results

Of those who thought it would be useful to capture their business' voice data, more than half of Australian business professionals (56%) said it would help reduce risk, monitor processes and eliminate errors in details and communication within the office environment.

Around 44% said it would be helpful to easily search past phone calls for keywords while a similar proportion (45%) said it would be helpful to have discussions on record to help with dispute resolution.

Outside of work, Australian reported they are generally comfortable with having their phone calls recorded, particularly to help a business improve operations

Price: 1.13

Market Cap: \$216.1 m

1 Year Share Price Graph



February 2019 August 2019 February 2020

Share Information

Code: DUB

Listing: ASX

52 week High Low
1.76 0.535

Sector: Tech

Website: www.dubber.net

Company Synopsis:

Dubber Corporation Ltd (ASX:DUB) is listed on the Australian Securities Exchange.

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(67%) and for training purposes (64%).

Advancing industry 4.0 technologies

McGovern added: "There is so much potential yet voice data is often excluded from conversations around transformation and big data.

"As industry's 4.0 technologies advance, businesses need to advance with it and begin to capture valuable insights through their business conversations."

Dubber is embedded in more than 100 global telecommunications powerhouses included Optus, AT&T, Cox and Bell Canada.

Last month the cloud-based call-recording service went live to Cisco's Webex Calling customers.

By recording direct from these networks, Dubber enables voice data capture on any device.

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