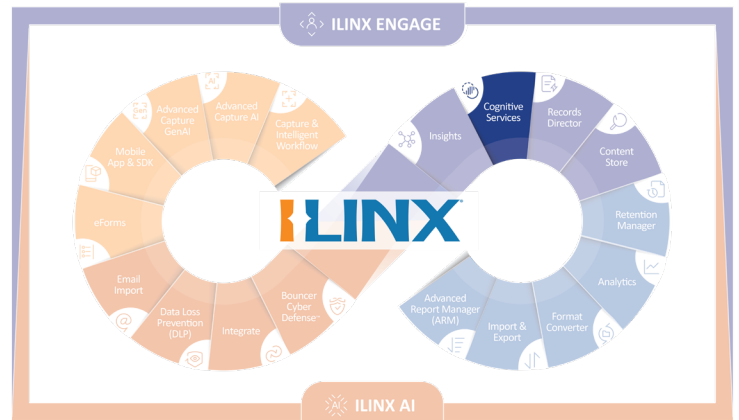# Let AI work magic on your call and meeting recordings.

Today, a large volume of business interactions happen over phone or video calls. Whether dealing with a customer service incident or processing a case, critical information is often trapped in audiovisual (AV) files. Getting this data into a process often requires tedious manual labor to listen, key data, and summarize. ILINX Cognitive Services uses an intuitive, low-code UI coupled with powerful AI to transform these files into structured data you can use.

Eliminate lengthy manual reviews

Reduce the time staff spend reviewing long conversations to determine whether the correct language and responses have been recorded. ILINX Cognitive Services finds the exact phrasing you need and can easily verify it in seconds.

Transform complex agreements

Many recorded transactions include sensitive data that must be secured for compliance. Finding and protecting this information in AV files is complex. ILINX Cognitive Services can locate and execute audio redactions automatically, giving you and your clients peace of mind.

Drive customer experience value

Conversational intelligence is the key to better interactions with customers and constituents—whether via phone calls or virtual agents. ILINX Cognitive Services makes this information searchable. Combine it with ILINX AI to discover insights and opportunities to meet new needs.

Technical Highlights

1. Generate synchronized audio transcription for quick review and established workflows
2. Automate audio bookmarks
3. Snip, extract, compress, or redact key information
4. Capture sentiment for managing quality engagements
5. Locate and remove sensitive data to support compliance

Insurance Voice Enrollment

Conduct enrollment without requiring a signed document.

Benefits Attestation & Claim Processing

Complete compliant benefits enroll-ment over the phone while advancing claims processing workflows.

Case Management Summarization

Automate the transcription, summa-rization, and extraction of key data needed for case completion.

Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to client-partner success.

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