NVIDIA.

WORLD-CLASS SPEECH AI FOR THE BEST VIDEO CONFERENCING EXPERIENCE

> *"Using NVIDIA Riva speech-to-text, we're able to transcribe meeting audio in real-time with high accuracy while concurrently running thousands of streams, which translates to more engaging meeting experiences for millions of RingCentral users."*

Prashant Kukde, Associate Vice President, RingCentral

Accurate Transcriptions Enhance "Work from Anywhere" Collaboration

With hundreds of millions of online meetings daily, video conferencing has become an essential tool for enterprises today. Video conferencing applications use real-time transcription to offer features such as live captioning and meeting summarizations. RingCentral, a leading provider of UCaaS solutions, transcribes over a billion minutes of meetings for 200,000 concurrent users on their platform. They were looking for a transcription solution to handle multiple accents, domain-specific jargon, and noisy environments accurately and in real time.

NVIDIA Solution

RingCentral fine-tuned NVIDIA's state-of-the-art, pre-trained speech recognition models on proprietary custom data with NVIDIA NeMo- an open-source framework for building conversational AI models. The models were deployed in production using NVIDIA Riva- a GPU-accelerated SDK for deploying world-class AI-based speech applications.

RingCentral Results

With NVIDIA Speech AI, the RingCentral team achieved impressive accuracy for customers with worldwide accents and different domain-specific vocabularies, reducing the word error rate (WER) by over 10%. Customers have reported colossal differences in the quality of tasks downstream of transcripts, such as meeting summarization and sentiment analysis of video conferencing and call centers sessions.

About RingCentral

RingCentral, a leading provider of global enterprise cloud communications, collaboration, and contact center solutions serves millions of users. RingCentral platform empowers collaboration from any location and device, improving business efficiency and customer satisfaction.

RingCentral

NVIDIA Riva helps RingCentral, a leading UCaaS solution provider, serve accurate real-time transcriptions to millions of video conference users.

INDUSTRY

> Telecommunications

CHALLENGE

> Video conference transcriptions have low accuracy due to noisy environments, accents, and domain-specific contexts.

PRODUCTS USED

> NVIDIA Riva SDK
> NVIDIA NeMo SDK
> NVIDIA DGX A100
> PyTorch
> TensorFlow
> Triton Server

RESULTS

> Accuracy increased by more than 10%
> Better quality of tasks downstream of transcription

Learn more

https://developer.nvidia.com/riva