Deepgram + **OneReach.ai**
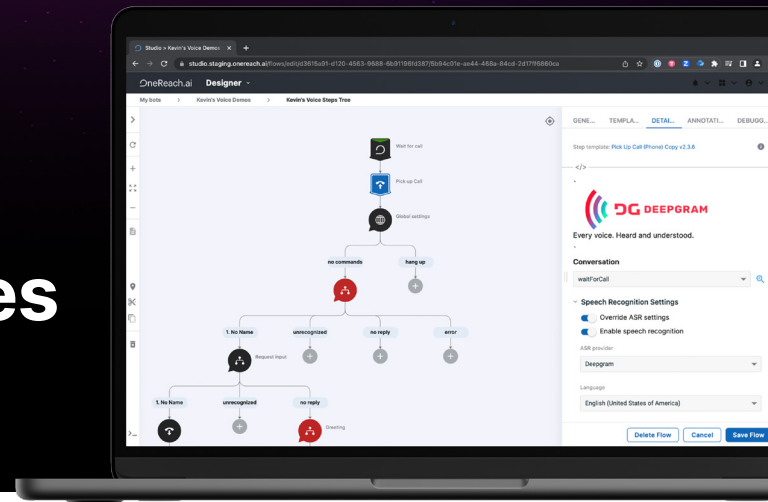
Delivering the Best AI-Infused Experiences for Customers

A Best-in-Class Partnership Built On Innovation

The OneReach.ai–Deepgram partnership is all about speed, innovation, and flexibility. These qualities are critical as technologies like GPT-4 and other forms of generative AI continue to disrupt the marketplace. Conversational AI experiences can be customized to best suit the specific needs of your market, employees, and customers. Advanced technologies like speech recognition and speech-to-text responses can be orchestrated in concert with existing technologies to create workflows that deliver superior user experiences.

The Opportunity

This partnership opens up a low-code/no-code conversational AI platform with over 10,000 features within an open and composable architecture for building complex solutions. It includes support for native voice stacks with a range of deep integrations spanning all types of bi-directional conversational channels (including IVR systems, WebRTC, and Native Telephony). An End-to-End Speech Recognition solution that can learn and adapt to your customers and their audio environment turbocharges these native voice stack capabilities.This joint solution can be productized for your contact center use cases in a matter of days, not months or years.

We can create voice-enabled virtual agents, virtual assistants, sales and support enablement products, and analytics solutions that can be altered and optimized quickly and easily to meet new business needs or trends. Use cases benefit all departments and you're not locked into a single solution. You can quickly test and redesign workflows to enhance customer experience.

Benefits

- **Solutions unique to you:** Optimize your voice technology solutions for your unique use cases and audio.
- **Best-in-class conversational AI:** Utilize the Gartner-leading conversational AI platform with speech experiences powered by industry leading speech-to-text AI models.
- **Time to value:** No-code/low code design tools enable rapid development and shorter iteration cycles. Deploy solutions in days, not months.
- **Easier deployments:** Deploy on-premise or to a private or public cloud with ease using built-in integrations.
- **Customize for lower TCO:** Get a customized Conversational AI solution at a much lower TCO than a pre-built solution.
- **Fine-tuned user experience:** Create highly personalized experiences for your users.

Deepgram and OneReach.ai: Tailored to Your Customers

With conversational AI, there is no one-size-fits-all. Prebuilt solutions lead to compromised user experiences. Our joint solution allows you to easily and quickly build, test, iterate, and optimize your conversational AI voice solution within weeks and deliver a massive ROI. Deepgram provides the highest performing (accuracy and speed) Speech-to-Text solution tailored to your customers' accents, dialects, jargon, terminology, and language with millisecond transcription speed. The OneReach.ai platform takes this highly accurate input and allows you to design unique conversational AI solutions to hyperautomate customer and employee conversations, business processes, and tasks.

- Direct connections to telco providers and total voice stack management for higher quality experiences, lower costs, more flexibility, and a more robust support methodology.
- State-of-the-art deep learning and tailored speech recognition
- Low-code/no-code conversational AI design
- Rule-based AI and neural networks drive fast and efficient optimization
- Open deployment options for on-premise, private cloud, or public cloud
- Future-proof conversational AI solutions with easy-to-test and change workflows

About OneReach.ai

OneReach.ai is a back-to-back leader in Gartner's Magic Quadrant for conversational AI Platforms. Currently powering over a billion interactions per year, the OneReach.ai platform orchestrates cognitive services and communication channels with no-code design tools. An open and composable architecture lets organizations integrate existing software into new automations. Packaged capabilities (like bots, flows, steps of integrations, automation sequences, and native channel toolkits), an NLU amalgamation engine, human-in-the-loop, native voice architecture, native reporting and analytics, and custom databases and tables give you control over the critical aspects of hyperautomation. Learn more at **OneReach.ai** or contact us to get started.

About Deepgram

Deepgram is a foundational AI company on a mission to understand human language. We give any developer access to the most advanced speech AI transcription and understanding with just an API call. Our models deliver the fastest, most accurate transcription alongside contextual features like summarization, sentiment analysis, and topic detection. Contact us to learn more at **deepgram.com/contact-us**.

Deepgram

Essential Building Blocks for **Language AI**