

PARTNER SHEET

# Powering Conversational AI with Real-time Speech-to-Text



Deepgram and Five9 have joined forces to introduce a groundbreaking integration, bringing Deepgram's industry-leading speech-to-text (STT) API into Five9 IVA Studio. This collaboration enables Five9 IVA Studio users to unlock the potential of powerful, real-time conversational AI solutions while enjoying significant advantages in speed, accuracy, and ROI.

Delivering efficient, pleasant, and cost-effective service solutions is paramount for long-term success of large enterprises across industries. Rapid AI adoption has become the catalyst for revolutionizing the customer experience, empowering companies of all sizes to implement fully automated, intelligent virtual agents (IVAs) and harness real-time analytics.

At the heart of this partnership lies Deepgram's proprietary end-to-end deep learning architecture, offering the highest-performing STT solution tailored to your customers' diverse accents, dialects, jargon, and language nuances. With lightning-fast millisecond transcription speed, Deepgram ensures the most accurate and reliable speech recognition available in the market, enabling businesses to transform customer interactions like never before.

## Benefits

- **Unmatched performance** through a next-gen deep learning architecture that offers unrivaled accuracy and speed for pre-recorded and real-time transcription.
- **Superior ROI** with differentiated solutions for your unique use cases and audio and the best price-to-performance STT option available.
- **Time to value** with integrated, real-time STT capability you can access immediately through Five9 IVA Studio.

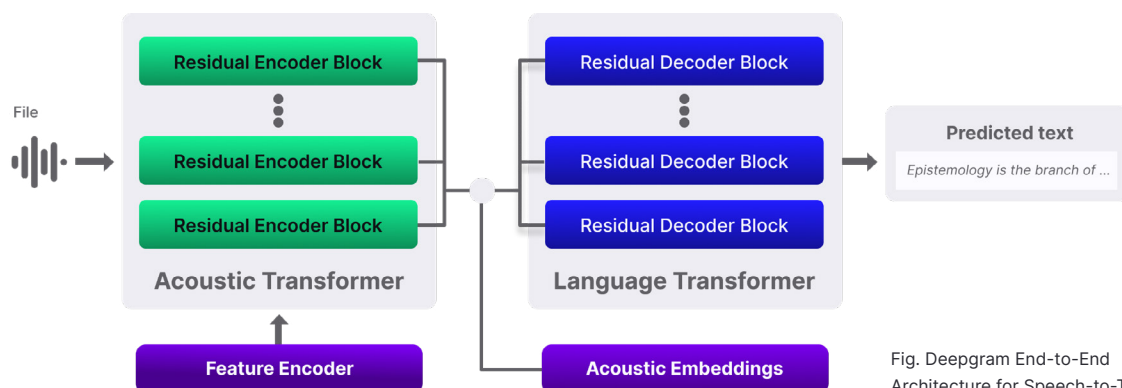
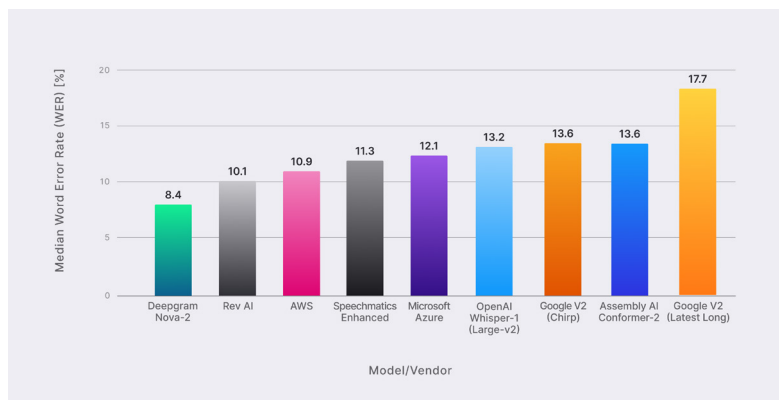


Fig. Deepgram End-to-End Architecture for Speech-to-Text

## Deepgram and Five9: Setting New Benchmarks in Performance

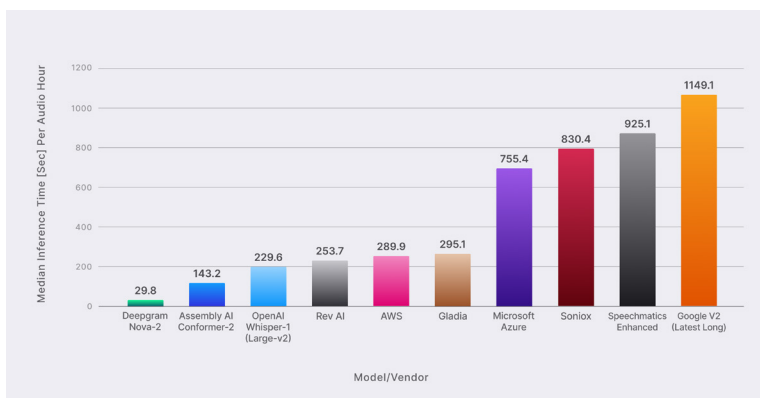


### The Most Accurate STT Model in Industry

- Outperforms commercial ASR models and open-source alternatives
- Over 90% accuracy; the most accurate models across use case categories
- Overall WER of 8.4%; 17% lower than nearest competitor

### Hands-Down the Fastest Model

- 5 to 40 times faster than comparable vendors offering diarization
- Median inference time per diarized audio hour of 29.8 seconds
- Unmatched real-time, streaming transcription performance with sub-300 ms latency



As businesses increasingly seek to optimize customer interactions, the partnership between Deepgram and Five9 paves the way for innovative conversational AI solutions. By utilizing this new integration in Five9 IVA Studio, companies can embrace the future of customer service, unlocking unprecedented accuracy, efficiency, and customer satisfaction with their next-gen IVAs. Elevate your business operations with the power of Deepgram and Five9 today!

### About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating billions of call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty. For more information, visit [www.five9.com](https://www.five9.com).

### About Deepgram

Deepgram is a foundational AI company developing the essential building blocks for Language AI. We give any developer access to the fastest, most accurate transcription and language understanding models with just an API call. Contact us to learn more at [deepgram.com/contact-us](https://deepgram.com/contact-us).

**Deepgram**

Essential Building Blocks for Language AI