



# Conversation Lens

## PROBLEM

Recorded conversations are difficult to review and turn into follow-up work.

## DEMONSTRATED WORKFLOW

Upload fictional English speech, review timestamped segments and inspect summary/actions.

## ENGINEERING DEMONSTRATED

Local ASR, channel provenance, segment seeking and structured summaries.

## MEASURED SYNTHETIC EVIDENCE

12/12 cases completed. all expected facts found: 12/12; no prohibited phrase: 12/12; Synthetic-speech WER: 1.68% (4/238 word edits).

## PILOT SCOPE

An audio transcription and conversation-review pilot. A scoped pilot would agree on: Consent and data-handling process, audio languages, noise conditions, speaker attribution needs and measured transcription targets. The pilot deliverables are an agreed dataset, working workflow, review interface, measured acceptance report and handover. Production access control, external integrations and deployment are scoped explicitly for the intended environment.

The screenshot displays the 'Conversation Lens' interface. On the left, a sidebar shows a large number '03' and the text 'Hear the exact source' and 'Audio and transcript together'. The main area is titled 'THE WORKSPACE' and shows a transcript segment. The transcript text is: 'A delivery arrived two days late. A replacement is requested by Friday with tracking details to be emailed, as the customer awaits an update.' Below this, there are two green boxes: 'Requesting a replacement for a late delivery and demanding a status update.' and 'No speaker attribution'. Under 'Requesting a replacement...', there is a list of actions: 'Reported a late delivery', 'Requested a replacement by Friday', 'Requested tracking number via email', and 'Notified that the customer is waiting for an update'. Below the actions, there is a 'Timestamped transcript' section with two entries: '0.0s Unknown The delivery arrived two days late.' and '3.0s Unknown Please confirm a replacement by Friday and send the tracking number by email.' At the bottom of the workspace, there is a line of text: 'The delivery arrived two days late. Please confirm a replacement by'. The interface also includes a 'QUARKEON LABS / APPLIED AI' logo in the top left and 'Conversation Lens' in the top right. At the bottom, it says 'FICTIONAL DEMONSTRATION' and 'ENGLISH / LOCAL AI'.

Working demonstration on fictional data. Synthetic regression figures are not production accuracy or client business outcomes. Human review remains required.