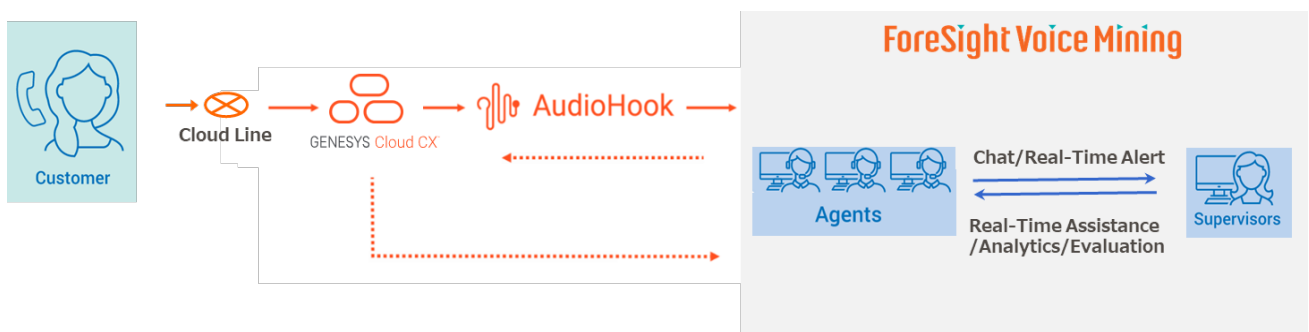


ForeSight integrates with Genesys AudioHook Monitor

TOKYO, Japan – December 7, 2022 - NTT TechnoCross Corporation (NTT-TX) announced today that their AI contact center solution [ForeSight Voice Mining](#) (ForeSight) is now available as an integration with Genesys AudioHook Monitor\*<sup>1</sup> API, starting December 7<sup>th</sup>.

### Overview of ForeSight and Genesys Cloud CX “AudioHook Monitor”

With the AudioHook Monitor API integration, ForeSight can be implemented in a full-cloud configuration acquiring the call voice directly from [Genesys Cloud CX™](#) in real-time. Genesys Cloud CX and ForeSight integration has been available by capturing streaming audio in real-time from the SBC on cloud or Genesys Cloud Edge, but this new integration benefit Genesys customers to deploy ForeSight with greater ease and flexibility.



Foresight integration via Genesys AudioHook Monitor API

### Integrations for Better Contact Center Service

This integration gives Genesys customers more flexibility to introduce ForeSight Voice Mining and leverage ForeSight’s real-time support and capabilities. ([NTT TechnoCross - ForeSight Voice Mining - Overview \(ntt-tx.com\)](#)) By augmenting their agents, contact centers can increase sales, improve customer experience, enhance compliance, provide better agent coaching, and develop operational excellence.

NTT TechnoCross will continue developing and strengthening the integration between ForeSight and other services to promote advanced services.

## Glossary

\*1 : AudioHook Monitor

AudioHook Monitor is a mechanism and generic protocol to provide a real-time stream of voice interactions from the Genesys Cloud CX platform to any third-party service endpoint. AudioHook Monitor enables partners and customers to extend the open Genesys Cloud CX platform with services that require monitoring voice interactions in real-time.

\*2 : PBX

PBX is abbreviation for Private Branch Exchange.

\*ForeSight Voice Mining is available on the [Genesys App Foundry™](#), the industry's largest dedicated marketplace focused on customer experience solutions.

\*ForeSight Voice Mining is the registered trademark of NTT TechnoCross Corporation.

\*All product names and company names are generally trademarks or registered trademarks of the corresponding companies or organizations.

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