

Arctera™ Insight Platform

AI Capabilities Overview

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Purpose:

This document outlines the AI capabilities of the Arctera Insight Platform. All features described are optional and can be configured based on customer requirements.

Summary of Arctera AI Capabilities

Capability	Description	Data Stays within Tenant	Model trained by Data Set	Partner Solution?	Released?
Intelligent Review	Uses AI-ML to classify items based on previous reviewer actions, helping to determine the relevancy or irrelevancy of content for future reference.	Yes	Customer-specific, Data Encrypted (Department Level)	No	Yes
Language Detection (AI/NLP)	Detects the language of text to enable accurate processing of multilingual content.	N/A	Pre-trained model offered by Arctera (Not influenced by customer data)	No	Yes
Sentiment Analysis (AI/NLP)	Identifies the emotional tone and sentiment of text (e.g., positive, negative, neutral) for deeper content insights.	N/A	Pre-trained model offered by Arctera (Not influenced by customer data)	No	Yes
Voice Transcription	Converts A/V content into searchable text and provides an immersive media player for streamlined review.	Stays within Arctera Microsoft Subscription but external to Arctera DC	Pre-trained model supplied by Microsoft	Microsoft	Yes
Translation of Text Content	Converts text-based items, including transcribed content, into selected languages with a single click, like Outlook's feature.	Stays within Arctera Microsoft Subscription but external to Arctera DC	Pre-trained model supplied by Microsoft	Microsoft	Yes
AI Assistant (GenAI Queries)	Queries data, answers questions, and provides document and case summarizations, functioning like a customized ChatGPT trained on your data.	Stays within Arctera Microsoft Subscription but external to Arctera DC	Pre-trained model supplied by Microsoft	Microsoft	Yes

Intelligent Review Machine Learning

Intelligent Review is built on a continuous active learning framework that updates itself daily. This automated background task observes your review team as they mark and label items for relevance. Since it utilizes reviewer history, there is no need to create a special training set or tune the engine. Essentially, machine learning simply observes your team and learns continuously. You won't need a subject matter expert or a data scientist; the framework is integrated into the system and can be activated with a simple button click.

Unlike most legacy systems that require separate training events and dedicated teams, this system never becomes outdated or drifts toward inaccuracy or irrelevance. Instead, its accuracy improves over time—the more data you provide, the better it becomes.

Model Details:

- Version: Aligned with the quarterly release of the Arctera Insight Platform.
- Developed exclusively by Arctera.
- Based on actions taken by company staff during their review of communications in Arctera™ Insight Surveillance.
- Training affects only your company's data set, currently limited to the Department level.
- There is no sharing of data for external AI model training.
- Operational Boundaries: All activities are conducted within your company's tenant.

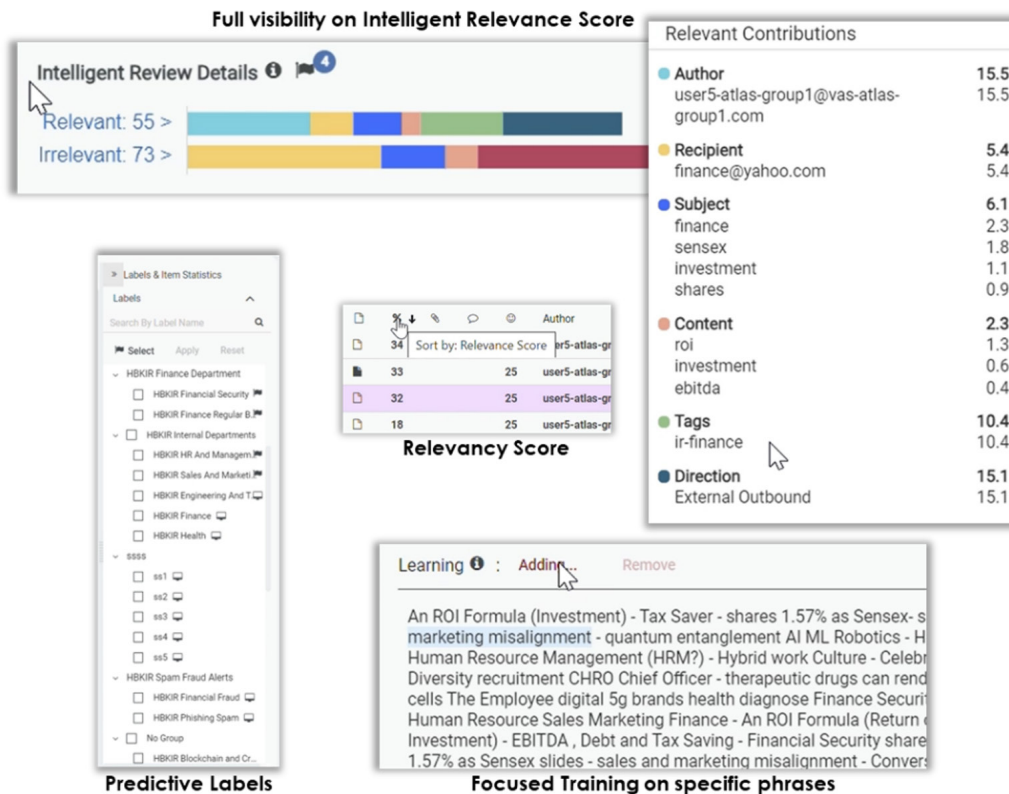


Figure 1 Arctera Insight Intelligent Review machine learning.

Language Detection in Classification

Language detection can detect over 30 languages via AI/NLP (natural language processing). We have specific classification policies for each language and can filter based on languages during review. We also provide a policy that can detect multiple languages in a single message to help detect when someone leverages “Google Translate” or similar technologies that might otherwise bypass detection.

Model Details:

- Arctera developed technology.
- Pre-trained model.
- No sharing of data for external AI model training.
- All activities occur within the Arctera Data Center.

Sentiment Detection in Classification

This element of the classification engine is designed to identify the sentiment of the text. The Arctera Classification Engine typically outputs a sentiment score between 0 (Negative) and 1 (Positive). This can be used to guide reviewers to messages with extreme sentiment.

Model Details:

- Arctera developed technology.
- Pre-trained model.
- There is no sharing of data for external AI model training.
- All activities occur within the Arctera Data Center.

Voice Transcription

Arctera Transcription Services offers a comprehensive solution to address compliance challenges in monitoring electronic communications. Our platform provides accurate and efficient transcription of audio and video media files, enabling institutions to safeguard against regulatory threats while enhancing operational efficiency. Arctera Transcription evolves as language evolves by leveraging Microsoft Azure OpenAI to stay current with new world leaders, businesses, and new words entering the lexicon (ex., Brexit, Covid).

Model Details:

- Microsoft OpenAI technology.
- Pre-trained model.
- There is no sharing of data for external AI model training.
- Messages are sent to Microsoft Cognitive Services (Azure Voice OpenAI) for processing; however, the message stays within the Arctera subscription. Once processed, the voice message is deleted, and the transcript is returned.

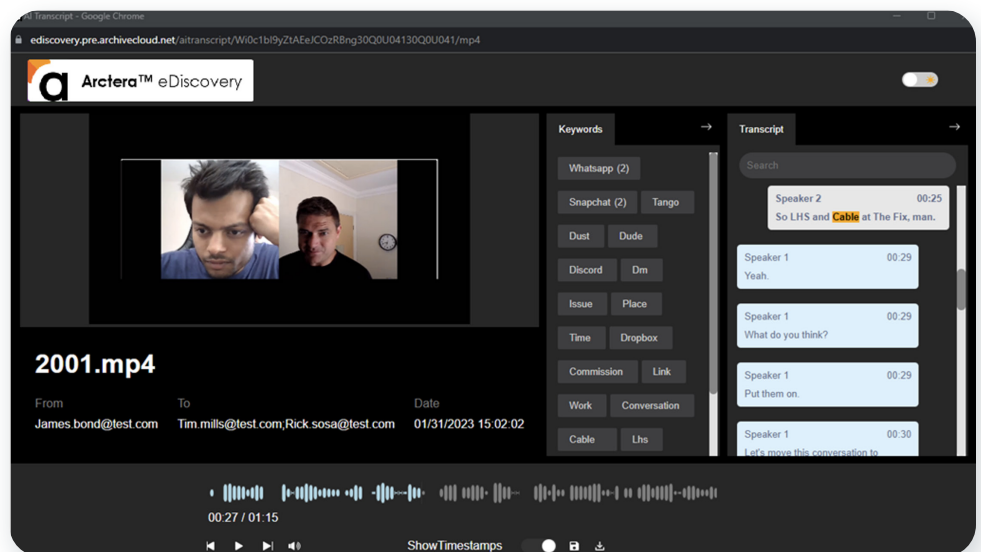


Figure 2 Arctera Insight Native Audio/Video Viewer.

Text Translation within Surveillance

This feature allows conversion of text-based items into a selected base language to allow review within the Surveillance interface. This feature would, for example, allow an English-speaking reviewer to review non-English languages.

Model Details:

- Microsoft Cognitive Services.
- Pre-trained model.
- There is no sharing of data for external AI model training.
- Message body is sent to Microsoft Cognitive Services for processing; however, the message stays within the Arctera subscription. Once processed, the original messages are deleted, and the translated text is returned.



Figure 3 Arctera Insight Surveillance Text Translation View.

Arctera Insight AI Assistant

The Arctera Insight AI Assistant is used to query data sets or even a specific message to gain quick insights. The AI Assistant allows for summarization across a wide data set, topic mining and even summarization by user. Data sets can be interrogated in a similar fashion to CoPilot to gain quick insights.

Model Details:

- Microsoft Cognitive Services.
- Pre-trained model.
- There is no sharing of data for external AI model training.
- Query, System Message, and Document context are all sent to Microsoft Cognitive Services for processing. However, the message stays within the Arctera subscription. Once processed, everything is deleted and the response to the query is returned.

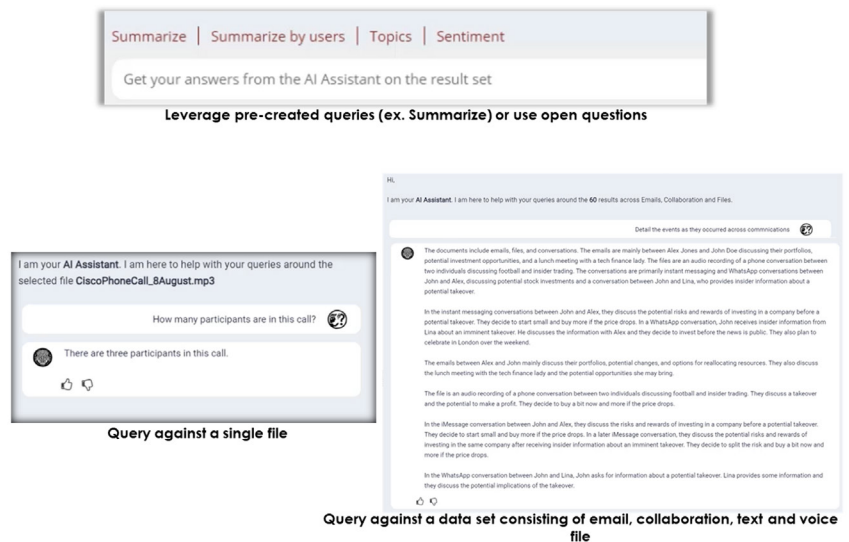


Figure 4 Arctera Insight AI Assistant.

About Arctera

Arctera helps organizations around the world thrive by ensuring they can trust, access, and illuminate their data from creation to retirement. Created in 2024 from Veritas Technologies, an industry leader in secure multi-cloud data resiliency, Arctera comprises three business units: Data Compliance, Data Protection, and Data Resilience. Arctera provides tens of thousands of customers worldwide, including 70% of the Fortune 100 with market-leading solutions that help them to manage one of their most valuable assets: data. Learn more at www.arctera.io. Follow us on X [@arcteraio](https://twitter.com/arcteraio).



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