

TRUSTERA: A LIVE CONVERSATION REDACTION SYSTEM

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ABSTRACT

We introduce Trustera¹, the first functional system that redacts personally identifiable information (PII) in real-time spoken conversations to remove agents' need to hear sensitive information while preserving the naturalness of live customer-agent conversations. As opposed to post-call redaction, audio masking starts as soon as the customer begins speaking to a PII entity. This significantly reduces the risk of PII being intercepted or stored in insecure data storage. Trustera's architecture consists of a pipeline of automatic speech recognition, natural language understanding, and a live audio redactor module. The system's goal is three-fold: redact entities that are PII, mask the audio that goes to the agent, and at the same time capture the entity, so that the captured PII can be used for a payment transaction or caller identification. Trustera is currently being used by thousands of agents to secure customers' sensitive information.

Index Terms— speech recognition, live entity redaction, human-computer interaction

I. INTRODUCTION

Gartner Research projects [1] that the customer experience workforce that work from home (WFH) will increase from 5% in 2017 to 35% by 2023. This presents an increased risk of breaches of sensitive customer data. An IBM work from home study in 2020 reported that 42% of United States-based respondents who were newly WFH worked with PII in their job. More than half had not been provided with updated guidelines on how to handle PII while working from home, despite being required to handle PII to support customer service requests². In addition to PCI-DSS violations, payment information falls under the scope of GDPR, and violations can cost businesses up to €20 million or 4% of the annual worldwide turnover of the preceding financial year³.

In order to safeguard customer PII, we present Trustera, a real-time dialog mediation system that intercepts and redacts

sensitive personal information so call center agents can complete natural conversations with customers without needing to hear PII such as payment card information (PCI) and social security numbers (SSNs). To prevent agents from hearing customer PII, Trustera mutes the audio sent to the agent as soon as it detects the beginning of PCI, such as payment card numbers and the security code on the back of the card (CVV). Trustera is currently being used by thousands of agents to secure customers' sensitive information. Its architecture consists of a pipeline of online automatic speech recognition (ASR), natural language understanding (NLU) and a live audio redactor (LAR) module.

To the best of our knowledge, Trustera is the first AI-driven audio redaction service that redacts PII in real-time and protects the entire call. Other previously proposed solutions use DTMF suppression or Conversational AI chatbots to protect PII, but they require agents to manually turn on the service in order to protect a portion of a call. While the concept of redaction is not new, most redaction experiments [2, 3] cover written text, which do not contain noisy input induced by ASR errors. Some commercial companies⁴ provide an ASR redaction service for streaming ASR transcripts, but it does not mask PII in the audio, so the call is not protected in real-time. Trustera identifies and redacts PII entities in the audio as soon as the entity is uttered, minimizing the exposure of PII to agents and to downstream call recordings. Offline audio de-identification [4] is the closest to our work; however, it redacts PII on pre-recorded audio as opposed to live conversations and does not have latency constraints.

Another related research area is spoken entity detection. [5] experiment with cascading ASR followed by NLU module, and compares it to an integrated end-to-end approach. Currently Trustera uses the cascaded pipeline approach in order to minimize the CPU load, since call center servers usually lack GPUs. End-to-end approaches usually require GPUs or they consume a lot of CPU resource, which is cost-prohibitive for call centers. Notable works of cascading ASR and NLU include [6] and [7].

^{*}The author performed the work while at Interactions LLC.

¹<https://www.interactions.com/products/trustera/>

²<https://newsroom.ibm.com/2020-06-22-IBM-Security-Study-Finds-Employees-New-to-Working-from-Home-Pose-Security-Risk>

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⁵<https://docs.aws.amazon.com/transcribe/latest/dg/pii-redaction.html>

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