

ABSTRACT

INFORMATION PROCESSING DEVICE

The present invention addresses the problem of providing a technique for assisting the realization of more efficient business activities, while taking account of objective indicators. In a server 1 which supports a user U having a telephone call with a call destination C, an acquiring unit 101 acquires information recorded during the call between the user U and the call destination C, as call information. An extracting unit 102 detects utterance segments VS1 to VS_n in which speech is present, from the acquired call information, and extracts speech information VI1 to VI_m from each utterance segment VS1 to VS_n. An analyzing unit 103 performs analysis based on elements E1 to E_p, on the basis of the extracted speech information VI1 to VI_m. A generating unit 104 generates business support information for supporting the call with the user U, on the basis of the results of the analysis. A presenting unit 105 presents the generated business support information to the user U. The abovementioned problem is thus resolved.

[Fig.4]