

Voiceprint recognition method, device, terminal apparatus and storage medium

Abstract

Provided are voiceprint recognition method, device, terminal apparatus and storage medium. The method comprises: allocating each agent to the corresponding group according to their calling authorities, collecting and processing voiceprint features of each agent in the group to obtain integrated voiceprint features of the group, building a dynamic voiceprint recognition model based on the grouping, calling authority and integrated voiceprint features, acquiring voice data of agent when a call operation from the agent is detected, performing voiceprint feature extraction, meanwhile determining the calling authority of the agent based on a dynamic voiceprint recognition model; if the calling authority of the to-be-identified agent does not meet the required customer level, executing a preset early warning processing measure, and further monitoring; judging the group to which the agent belongs through voiceprint recognition, and realizing real-time monitoring according to the corresponding relation between the group and the authority, thereby effectively improving the real-time monitoring and the calling quality of the agent call.

FIG. 1