

IQVIA Vigilance Detect Voice

AI-driven audio detection for smarter, faster pharmacovigilance

IQVIA Vigilance Detect Voice is a specialized AI-powered module within the IQVIA Vigilance Detect platform that transforms high-volume audio into actionable safety intelligence. By automatically transcribing and analyzing call recordings, medical information inquiries, patient support program interactions, and live or AI-agent conversations, it identifies adverse events, product quality complaints, and other safety risks. The solution helps pharmacovigilance teams reduce manual review effort, accelerate case intake, improve operational efficiency, and support regulatory compliance.

What you gain

Vigilance Detect Voice is designed to help your teams move from high-volume, resource-intensive review to focused, high-value safety processing.



Dramatically reduce manual review effort by automatically filtering out non-relevant audio



Accelerate case identification and intake with AI-driven detection of AEs and PQCs



Improve compliance consistency with standardized, traceable detection and routing



Scale operations without adding headcount, even as audio volumes grow



Enable your safety teams to focus on what matters most, validated, high-risk events

How it works for you

Vigilance Detect Voice transforms your audio workflow into a streamlined, exception-based process:

From Audio to Action: Detect, Review, Route with Precision

-  Automatically transcribes and analyzes audio at scale across languages and channels
-  Uses AI trained on safety-specific patterns to surface only relevant content
-  Applies threshold-based confidence scoring to ensure targeted human review where needed
-  Presents flagged excerpts for rapid validation by human reviewers
-  Seamlessly routes confirmed cases into your safety systems



Outcome:
Your teams spend less time searching and more time acting on validated insights

Built for real-world PV challenges

Whether you are managing global call center volumes or complex medical information lines, Vigilance Detect Voice is purpose-built to:

Handle high-volume, multilingual audio environments

Support regulated workflows with auditability and consistency

Integrate into existing pharmacovigilance processes and systems

Ensure no critical safety signal is missed

Proven customer impact

Global life sciences company, transforming audio triage at scale

Processed 130,000+ audio files annually across commercial and medical channels

Achieved 95% reduction in bot-to-human review effort

Reduced human review time by 38.5%

Enabled rapid clearance of non-relevant audio through confidence scoring

Maintained 99% transcription accuracy to support downstream processing

Result: Faster intake, lower operational burden, and greater consistency across safety workflows

Global life sciences company, transforming audio triage at scale

Reviewed 90,000+ lengthy audio recordings

Completed detection in approximately 22,000 hours versus more than 57,000 hours manually

Delivered approximately 60% overall time savings without compromising quality or compliance

Scaled operations without adding resources

Achieved 99% transcription accuracy

Result: Significant efficiency gains while maintaining regulatory rigor

Why IQVIA

Vigilance Detect Voice is purpose-built for pharmacovigilance and designed to meet the unique requirements of regulated safety operations.



Powered by 500,000+ safety-specific detection patterns



Backed by 15+ years of regulated safety expertise



Proven across 1.5M+ processed audio files



Delivered with zero inspection findings

You gain confidence that your audio data is managed with the same rigor as your structured safety processes

Take the next step

See how you can reduce review burden, accelerate case intake, and scale your safety operations without adding cost or complexity.