

AudioCodes Transcription Services

Keep Accurate Call Records with Real-Time Transcription



An influx of audio content in the form of business meetings and contact center calls has created a significant need for a quick and accurate transcription service. Traditionally, transcripts were produced by transcribers, however, advancements in technology have made real-time voice transcriptions possible.

Live transcriptions convert speech-to-text instantly and provide convenience and data for real-time analysis for contact centers and organizations. Manual transcription is very costly and time-consuming, taking eight to ten minutes to transcribe one minute of audio.

Transcripts are helpful to have on hand for both business and legal purposes, allowing contact centers and organizations to easily access meeting and discussion records. Transcripts can help contact centers learn more about their customers, identify concerns and preferences to improve and personalize the customer journey.

Don't let valuable conversations and meetings go to waste. Speech-to-text and artificial intelligence are helping to make transcription services faster, less error-prone and more affordable, but with so many transcription services available, how do you choose the best one for your needs?

The Difference Between Generic Speech Recognition and AudioCodes' Tailor-Made Solution

Most organizations rely on manually inputting transcriptions, and while there are many speech-to-text software products available, they are not created equally. Luckily, AudioCodes Transcription Services can help you utilize your online transcriptions to your advantage.

This solution allows you to avoid the time and hassle of manually transcribing audio or video to text by automatically creating a text document with an intuitive text editor to enable you to make changes to the text yourself. Contact centers and organizations can enjoy automatic speech recognition and save themselves hours of transcription time and enjoy competitive pricing with a fast turnaround and the ability to upload, search, edit and export transcripts with ease.

Features such as AudioCodes' Speech-to-Text automatically generates transcripts within meeting windows on platforms such as Microsoft Teams, Zoom and Webex, which is not only useful for record keeping but also for participants who find it easier to follow along visually.

Let's evaluate the how transcriptions can serve contact centers and organizations:

Automatically Convert Your Contact Center's Audio to Text

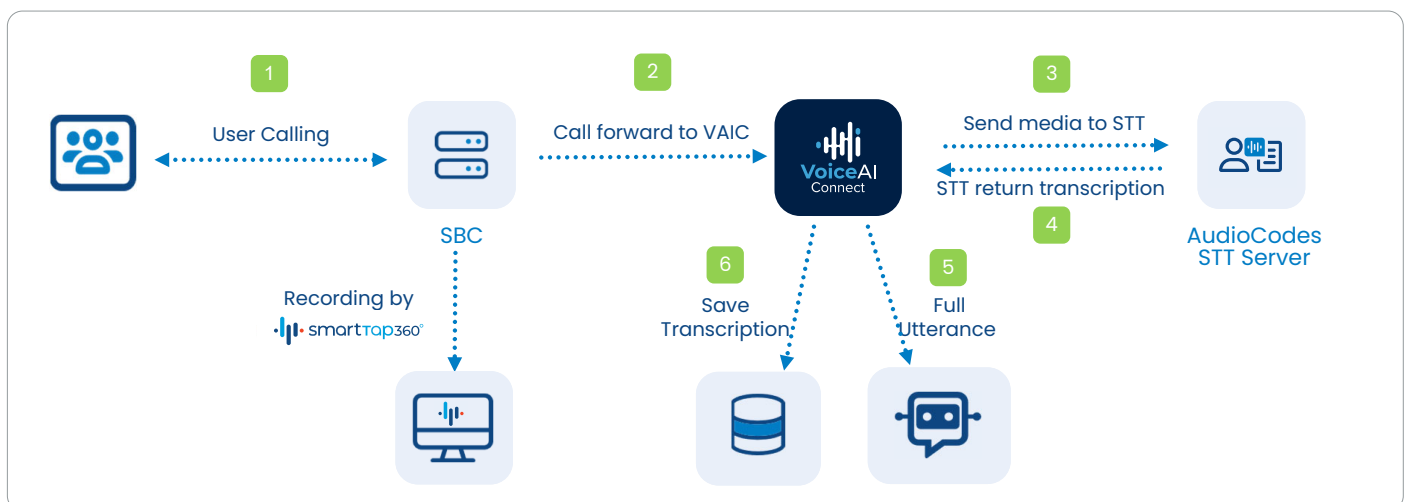
AudioCodes' contact center transcription solution utilizes speech analytics, speech recognition and call analytics to convert calls into highly accurate transcripts. Agents can provide improved customer service by using interaction history and call transcripts to gain insights to make improvement when necessary.

Automatic transcription is a key tool that helps contact centers understand customer conversations and make calls more efficient, decreasing call time and improving call resolution and customer experience.

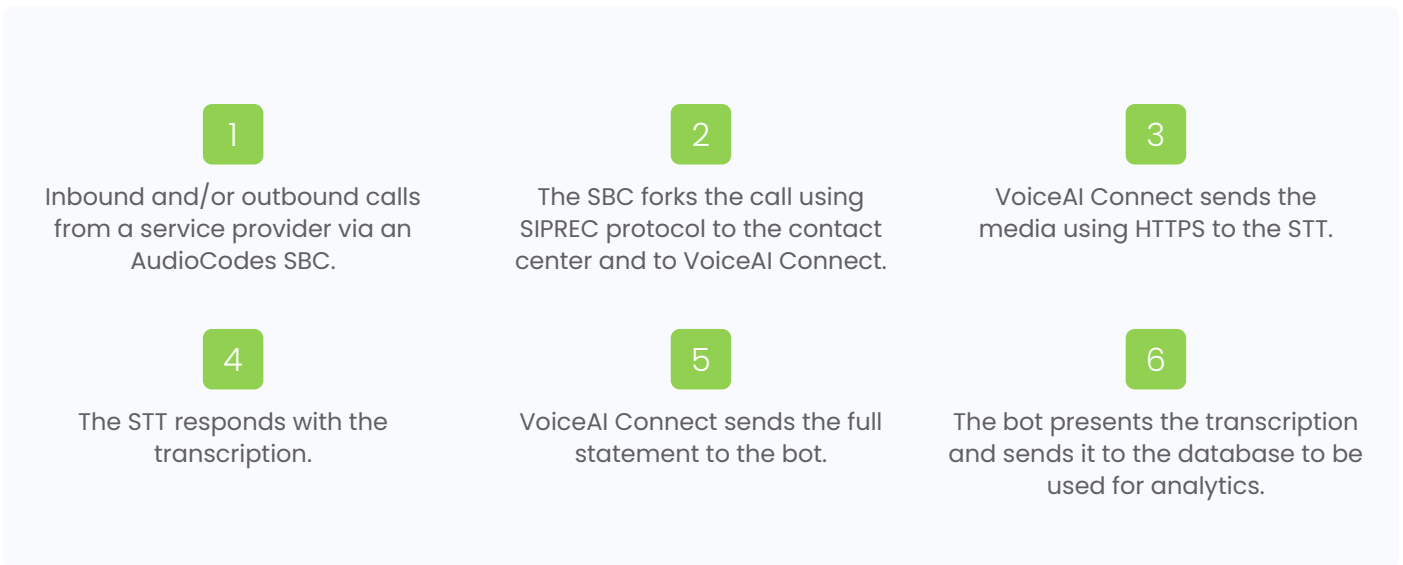
End-to-End Transcription for Contact Centers

End-to-end transcription uses an automatic flow, combined with AudioCodes' session border controller (SBC) and call recording system, AudioCodes STT server, bot application and a database for transcription archive.

AudioCodes provides connectivity to telephony service providers via SBCs that connect to service providers, forwarding calls to AudioCodes VoiceAI Connect and forking calls by using SIPREC protocols for recording.



End-to-End Transcription Flow:



AudioCodes transcription solutions are AI-powered, meaning contact centers have access to best-of-breed AI integrations. This helps perform tasks like determining customer sentiment with sentiment analysis during a customer conversation, analyzing speech within an IVR, analyzing calls to gauge agent performance and providing contact center supervisors with actionable insights.

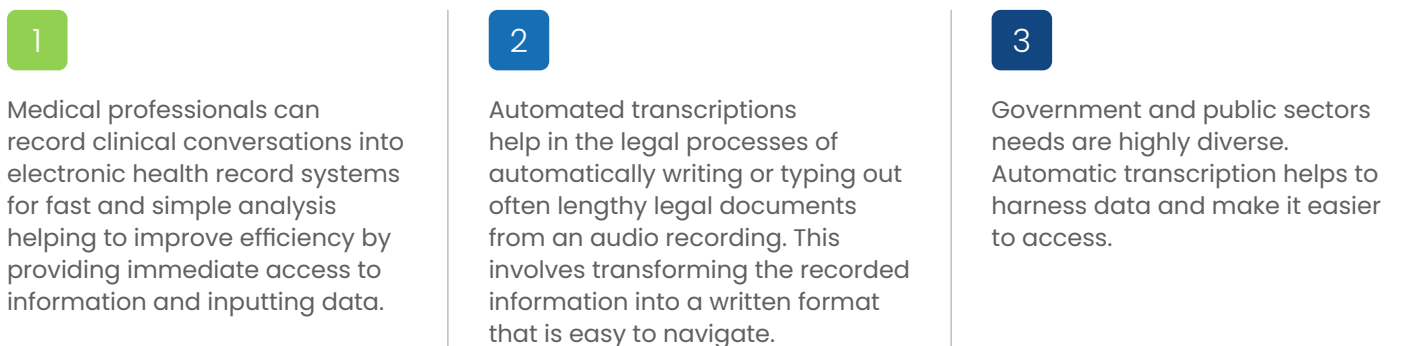
Automatically Convert Your Organization's Audio to Text

In organizations such as government entities, NGOs, law offices and courts, transcribing audio is critical. These transcript records eliminate the need to write down rushed notes or remarks during a meeting and prevent future misunderstandings of what occurred throughout the meeting. Transcript records fulfill compliance regulatory requirements and legal backing to commitments made during a session.

There are factors that propose challenges to manual transcription:

- The number of people participating in the meeting.
- The clarity (for example background noises).
- The cadence of the speaker(s), like accents and mumbling.
- The speed at which the speaker(s) talk.

Whereas a high-quality automated audio transcription service can overcome the above challenges, taking a fraction of the time to complete. Real-time automated transcriptions are an ideal solution for many industries and can improve daily tasks. For example:



Contact Centers & Organizations Can Enjoy AudioCodes Hybrid Automatic & Human Proofing Transcription Methodology

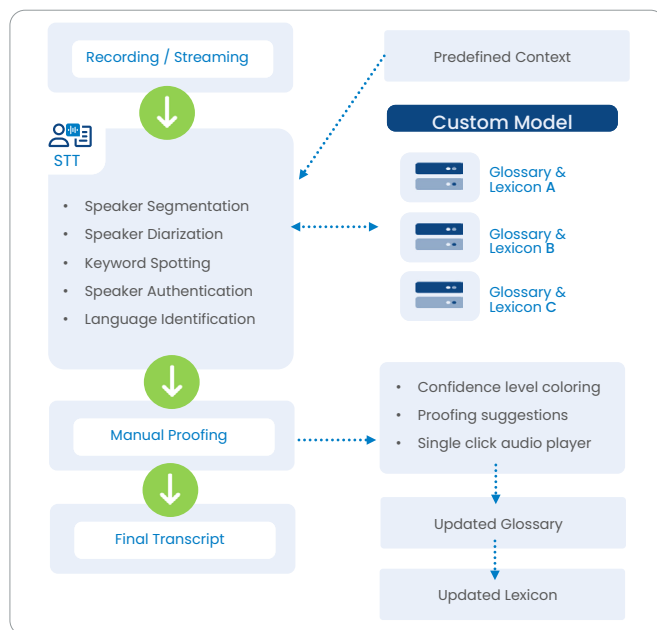
A mix of automatic and manual proofing transcription methodology offers the best of both worlds. On one hand, it's a cost-effective solution thanks to the STT automatic transcription, and on the other hand human proofing provides a close to 100 percent accurate transcript.

Powered by artificial intelligence, you can count on the solution adapting to your needs the more you use it. The solution is always learning and transforming itself by adding common word corrections to a glossary, making AudioCodes Transcription Services a machine learning, accurate solution.

Manual proofing plays an important part in shortening text and proofing the automated transcription. AudioCodes Transcription Services offers traffic light markings based on confidence levels and provides proofing suggestions, single-click recording availability and automatically updates your glossary with manual proofing results.

Hybrid Automatic & Human Proofing Transcription Methodology Flow:

- 1 On-premises installation:**
 - a. Standalone installation
 - b. STT and proofing application setup
 - c. Creating a dedicated glossary
- 2 Automatic speech-to-text:**
 - a. Real-time document
 - b. Audio file from offline recordings
- 3 Manual proofing**
- 4 Self-learning dictionary and glossary:**
 - a. Updating dedicated dictionary and glossary with the manual proofing results
- 5 Periodical maintenance:**
 - a. STT training using accurate manually proofed transcriptions and audio files



AudioCodes Is Powered by World-Class Technology

AudioCodes Transcription Services are powered by:

- **AudioCodes VoiceAI Infrastructure Layer** – Includes VoiceAI engines for speech recognition, speaker recognition and Natural Language Processing elements.
- **Control & Sync Layer** – Connectivity and synchronization elements are included for real-time processing, offline processing and VoiceAI Connect as bot connectivity center, SBC and MGWs.
- **Application Layer** – Includes manual transcription proofing tools, recording devices and bot development tools.



Your AudioCodes Transcription Service solution can be customized, either by choosing a combination of all three layers of technology, or one single layer. For example, standalone STT engine versus end-to-end transcription and recording solutions for contact centers and organizations.

Make Audio Accessible with AudioCodes Transcription Services

Transcription is becoming a crucial tool in many industries around the world. AudioCodes Transcription Services are perfect for contact centers and organizations looking to efficiently transcribe audio to text from phone calls, meetings, interviews, videos, audio notes, lectures, speeches or virtually any recorded speech to text in a number of different languages. Automated transcriptions make audio communications more inclusive, accessible and convenient, and in particular, provides an instant way to convert speech to text in real-time, with no extra work needed.

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