

Meeting Insights On-Prem

Solution Overview

Version 2.4.3

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Notice

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This document is subject to change without notice.
Date Published: January-28-2026

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at

<https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Document Revision Record

LTRT	Description
26016	Initial document release for Version 2.0.
26018	Added Advantages and Application User Interface Description
26019	Language and Virtual Environments support.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introduction

1.1 Advantages of AudioCodes Meeting Insights On-Prem Solution

Meeting Insights On-Prem is an advanced meeting transcription and summary solution designed to transform the way organizations record and manage essential information. Installed on a local server, it is designed to meet the stringent security requirements of organizations in sectors such as healthcare, finance, and government, ensuring top-tier information security without compromise.

In today's fast-paced business environment, meetings play a central role in driving progress. However, accurately documenting these meetings can be time-consuming and resource-intensive. Meeting Insights On-Prem addresses this challenge by offering a powerful solution that saves time, enhances accuracy, and boosts productivity.

While there are various software solutions on the market for recording and transcribing meetings, most rely on cloud services from large providers such as Microsoft and Google. This limits accessibility for organizations that are prohibited from using cloud services or require strict on-premises deployments. Meeting Insights On-Prem can be installed on standard industrial servers. Server specifications are defined in the Installation Manual.

1.2 Summary of Key Advantages

Key Benefits of Meeting Insights On-Prem:

- 1. Complete Flexibility**
Suitable for all meeting types, including face-to-face, virtual, and hybrid meetings.
- 2. A Range of Services Tailored to Organizational Needs**
AudioCodes' MIA OP solution offers a range of services tailored to organizational needs:
 - **Accurate Online Summaries:** MIA OP captures and transcribes only critical meeting segments, such as summaries of key topics, decisions made, and task assignments.
 - **Online Meetings:** MIA OP records and transcribes all dictated content in real time, allowing users to view and make corrections immediately during dictation.
 - **Offline Transcription and Proofing:** Users can upload multiple audio files for transcription, assign files to different transcribers, and track progress using intuitive tools.
- 3. A Single, Centralized Platform for Management**
Meeting Insights On-Prem enables organizations to securely document, organize, and store critical detail from their meeting. The solution consolidates all meeting data into a single searchable, on-premises platform, ensuring that every important insight is preserved and accessible while maintaining full data privacy and security.
- 4. On-Premises Installation with No Internet Dependency**
Meeting Insights On-Prem is installed on local servers, allowing organizations to operate independently without reliance on internet connectivity or cloud services. This eliminates external dependencies and provides a flexible, efficient solution ideal for sensitive environments.
- 5. AI-Powered Custom Insights for Accuracy and Efficiency**
The solution integrates advanced generative AI technology together with a built-in SLM engine to produce automated transcripts, tailored summaries, and actionable insights. This technology significantly enhances organizational efficiency and supports faster, smarter decision-making.

- 6. Customization to Organizational Language and Jargon**
Organizations can define unique terminology tailored to their internal language and jargon. Combined with features such as automatic speaker identification and precise punctuation, the solution delivers highly accurate, customized transcriptions.
- 7. Advanced Editing Tools for Action-Ready Outputs**
The solution includes real-time editing and proofreading tools, enabling immediate corrections and transcription enhancements. These tools ensure high-quality, accurate documentation that meets the highest standards of modern organizations.
- 8. Smart Automation for Task Management and Workflow Optimization**
Meeting Insights On-Prem accelerates post-meeting workflows through automation of key actions, including summary distribution, task assignment, and follow-up tracking. These capabilities streamline operations and improve process efficiency.
- 9. Seamless Integration with UC Platforms and Contact Centers**
The solution integrates seamlessly with leading unified communications and contact center platforms, including Avaya, NICE, Genesys, Verint, and Cisco. This ensures compatibility with existing enterprise infrastructure, improving workflow and enhancing both internal and external communication.
- 10. Smart Integration and Advanced Process Automation**
Meeting Insights On-Prem integrates with existing enterprise systems, leveraging intelligent automation to perform routine operational tasks. This reduces manual effort and improves overall organizational efficiency.
- 11. Unmatched Security for Sensitive and Demanding Sectors**
Meeting Insights On-Prem is designed specifically for organizations operating in highly secure environments. The solution ensures fully secure data management, strict regulatory compliance with privacy and regulatory requirements, and gives organizations peace of mind and full operational confidence.
- 12. Template Studio for Compliance-Ready Documentation**
The solution includes a Template Studio that enables organizations to define documentation formats aligned with their specific compliance and regulatory requirements.

1.3 Supported Languages

Powered by AudioCodes' Speech-to-Text (STT) engine, MIA OP ensures high transcription accuracy, particularly with Hebrew, and is customizable to the organization's unique glossary and world of content. Speaker recognition further enhances accuracy by identifying different speakers via voice signatures.

Industry leading STT and SLM agents are used to support multiple languages (over 50 languages) and provide high quality transcriptions and summaries. Following languages are supported today, if you need additional languages support, please contact AudioCodes support.

- | | | | | |
|----------------------|------------|-----------------|-------------------|--------------|
| ■ Afrikaans | ■ Czech | ■ Hindi | ■ Malay | ■ Swahili |
| ■ Arabic | ■ Danish | ■ Hungarian | ■ Marathi | ■ Swedish |
| ■ Arabic (Levantine) | ■ Dutch | ■ Indonesian | ■ Norwegian | ■ Tamil |
| ■ Azerbaijani | ■ English | ■ Italian | ■ Persian | ■ Tatar |
| ■ Bangla | ■ Estonian | ■ Japanese | ■ Polish | ■ Thai |
| ■ Basque | ■ Finnish | ■ Kannada | ■ Portuguese | ■ Turkish |
| ■ Belarusian | ■ French | ■ Kazakh | ■ Romanian | ■ Ukrainian |
| ■ Bosnian | ■ Galician | ■ Korean | ■ Russian | ■ Urdu |
| ■ Bulgarian | ■ German | ■ Latvian | ■ Serbian (Latin) | ■ Vietnamese |
| ■ Catalan | ■ Greek | ■ Lithuanian | ■ Slovak | |
| ■ Chinese | ■ Gujarati | ■ Luxembourgish | ■ Slovenian | |
| ■ Croatian | ■ Hebrew | ■ Macedonian | ■ Spanish | |

1.4 Supported Virtual Environments

Application is running on virtual machines (VMs), hypervisor can be VMWare, KVM, OpenStack or other. The VMs are running Linux distribution: UBUNTU or Rocky Linux per customer decision.

2 Security and Data Privacy

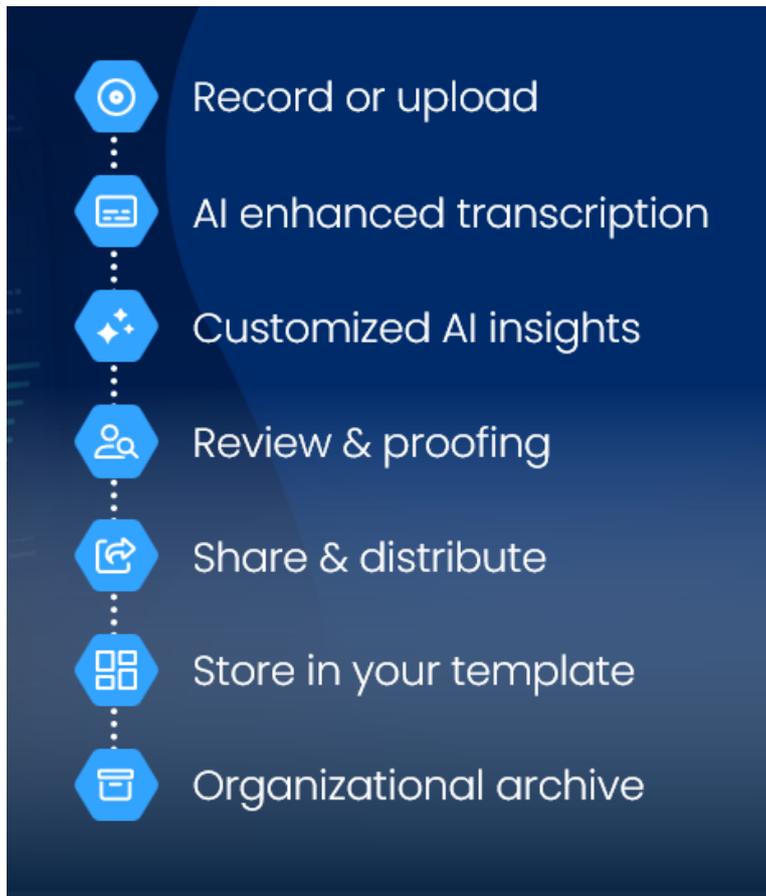
The Meeting Insights On-Prem solution complies with enterprise-grade security and data privacy standards, ensuring secure handling, storage, and processing of sensitive information.

The infographic is set against a dark blue background with light blue circular accents. It is divided into two main vertical sections: 'Enterprise Grade Security' on the left and 'Data Privacy Compliance' on the right. Each section contains three feature cards with icons and text.

Section	Feature	Description
Enterprise Grade Security	Privacy Protection	Compliance Standards: GDPR, CPRA, CCPA
	Data Encryption	256-bit AES at rest & 256-bit SSL/TLS in Motion Encryption
	Data Retention Policy	Automatic Saving/Deletion of Data Based on Customer Requirements
Data Privacy Compliance	Application User Activity	Security Monitoring with Event Logs
	Development	Developed According to Open Web Application Security Project (OWASP) guidelines
	Qualification	Certified: ISO 27001, ISO 27032

3 Solution Overview – How It Works

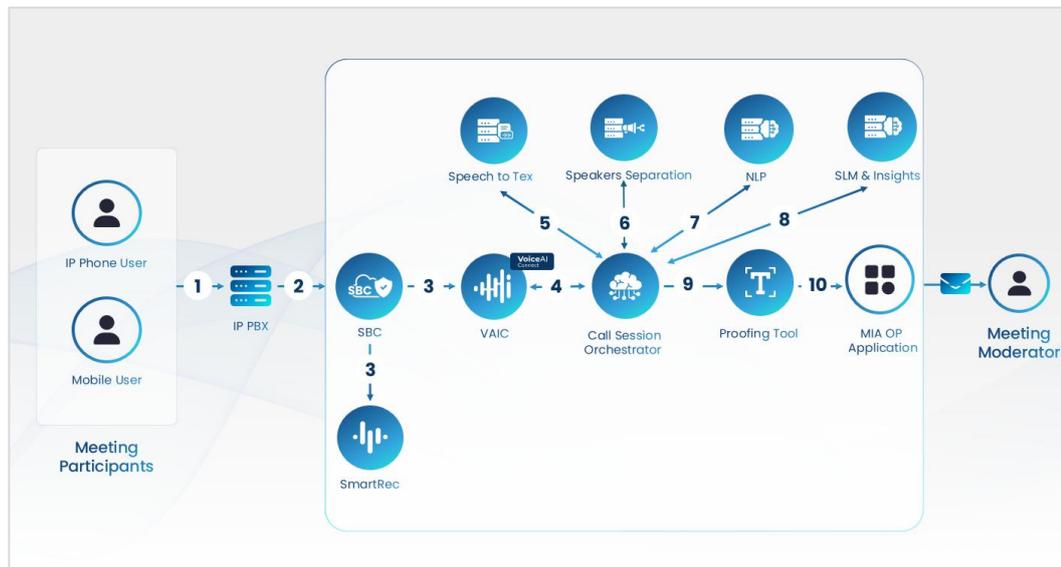
This section describes the **basic processing flow** common to all supported scenarios. The same foundational flow is used across the use cases described in the next section.



4 Common Use Cases

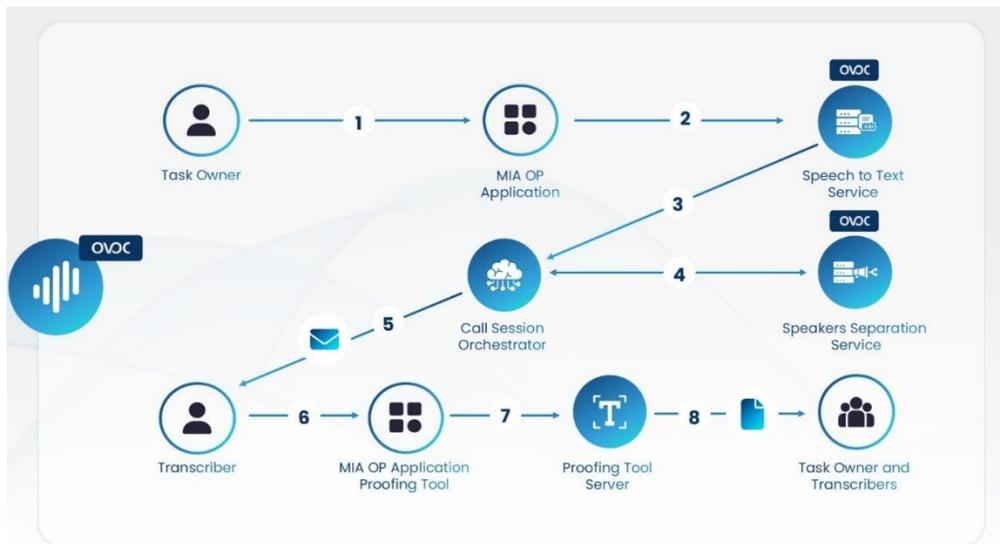
There are numerous ways to design a recording and transcription solution tailored to the specific needs of each client. When building these solutions, we consider factors such as required services and applications, customer authentication methods, notification preferences upon completion of transcription tasks, and the number of supported channels. Below are some common use cases implemented by our clients:

4.1 Transcription Solution with Phone User Connectivity



1. The meeting leader dials a designated number to join the online meeting.
2. The call is processed through the customer's telephony system and routed to the AudioCodes Session Border Controller (SBC).
3. The call is forwarded to SmartRec for recording and storage (planned for 2026).
4. The call is then sent to VAIC for transcription and processing.
5. The Orchestrator manages the end-to-end process.
6. The system performs speaker separation on the audio.
7. Punctuation is added to the transcribed text.
8. Atomic summaries using the SLM model will be supported in a future release (planned for 2025).
9. Once processing is complete, the Orchestrator sends the transcription to the meeting leader or a professional transcriber for review.
10. Corrections and edits are performed using the MIA OP Proofing tool. Each correction contributes to system accuracy improvements.
11. The finalized document, formatted in Word using the organization's predefined template, is distributed to meeting participants via email.

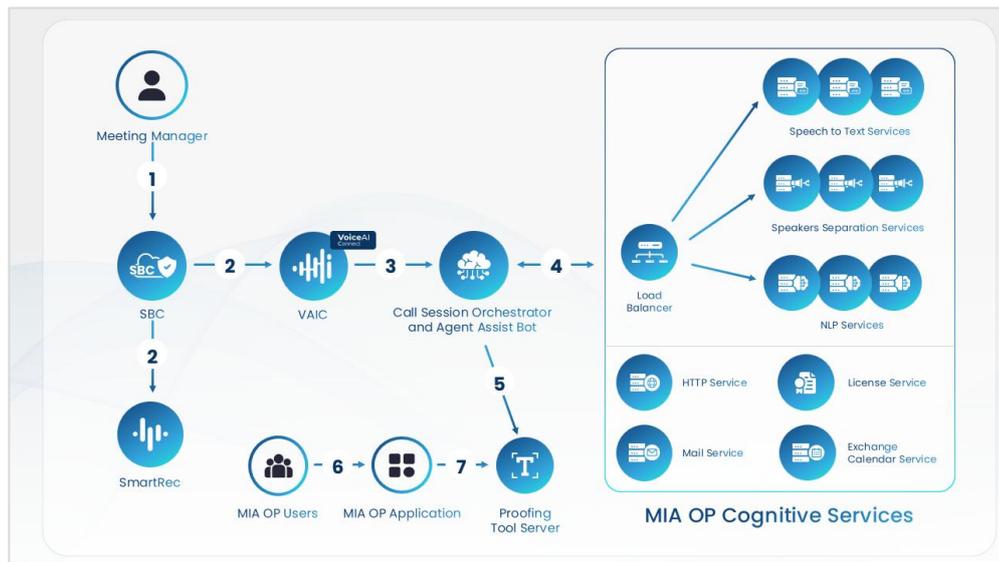
4.2 Conference Room Recording, Transcription, and Proofing



This use case applies when all participants are physically present in the same room, eliminating the need for telephone connectivity.

1. The meeting leader creates a new transcription task using the MIA OP transcription task management application.
2. Key discussion points (e.g., decisions) are recorded using recording threads.
3. At the end of the meeting, the audio file is generated.
4. The audio file is sent to the transcription server.
5. After the transcription, Orchestrator performs transcription and speaker separation.
6. Orchestrator sends the transcribed file to the meeting leader or a professional transcriber for final editing.
7. The meeting leader or professional transcriber uses the MIA OP Proofing tool to correct and edit the transcription.
8. Every correction made improves transcription accuracy over time.
9. The finalized Word document, formatted according to organizational templates, is emailed to participants.

4.3 Transcription Solution with Bulk Channel Support



In this use case, special attention is paid to MIA OP Cognitive Services. The main difference here is the use of a Load Balancer, which manages multiple channels and optimizes the distribution of tasks across several services, including:

- Speech-to-Text Service
- Speaker Separation Service
- NLP Service

Each of these services works together to efficiently handle high-volume transcription tasks, ensuring scalability and reliability. Detailed descriptions of each service's role are provided in the following sections.

5 Transcription Server Services

This document includes individual sections describing the core components of the Meeting Insights On-Prem system, including voice processing, authentication, orchestration, and management services.

Core Services

■ Call Session Orchestrator

Manages end-to-end processing and communication between system components, including STT/SRD/PTT servers and database services.

■ Speech-to-Text Service

Provides real-time and offline transcription capabilities, including:

- **Ad hoc glossary:** Supports a dynamic dictionary of organizational concepts, including phonetic representations.
- **Spotting Phrases:** Discovers key phrases from a predefined list.
- **Hot Phrase Detection:** Detects key phrases in real-time or offline.
- **ASR (Automatic Speaker Recognition):** Syntax-based speech recognition for voice-activated services.

Multiple instances can be run to support the required amount of voice channel transcription.

■ Speaker Separation Service

- **Speaker Separation:** Audio segmentation by speaker without voice signatures
- **Speaker Segmentation:** Segments audio by speaker with voice signatures, incorporating an enrollment process

Multiple instances can be run to support the required amount of voice channel transcription.

■ NLP Service

Adds punctuation to transcribed text.

Multiple instances can be run to support the required amount of voice channel transcription.

■ Load Balancer

Distributes processing load across system components to optimize performance.

■ License Service

Manages licensing for the MIA OP system.

■ Authentication Service

Verifies user identity before granting system access.

Can manage local users or integrate with external user management systems like Active Directory.

■ HTTP Service

Provides web-based access for system management. Manages recording, editing, and dictation services.

■ Mail Service

Enables sending transcribed, edited, and corrected discussion summaries via email.

Interfaces with the client-provided SMTP server.

■ Calendar Exchange Service

Retrieves user meetings from the corporate Exchange to identify participants when recording from the browser.

Uses the LDAP protocol for corporate server authentication

- **Voice Recorder Service**

Allows sound recording via a microphone on a computer using a Chrome browser.

Enables simultaneous recording and transcription.

This manual contains individual sections for each service, guiding you through installation, configuration, and operation to ensure a seamless integration of the AudioCodes Speech System.

6 Connectivity and Management Product Description

1. MIA OP Application and Proofing Tool

The MIA OP Application is a powerful tool for managing transcription tasks and optimizing transcribed content. It provides full control over the transcription process, allowing users to define various task types, upload files, assign optimizers to specific files, and track the progress of transcription tasks. The application also includes an intuitive optimization tool to refine and enhance the accuracy of transcribed files.

2. OVOC (One Voice Operations Center)

OVOC offers centralized management for all solution servers, providing advanced command, control, and real-time monitoring of system status and malfunctions. It enables version upgrades and tracks KPIs for devices such as the MIA OP, SBC, VAIC, and SmartRec. OVOC simplifies the management of AudioCodes solutions by ensuring seamless operations across multiple components.

2. Session Border Controller (SBC)

The SBC provides seamless connectivity, enhanced security, and sound quality assurance for voice communication environments at scale. It typically connects UC, Contact Centers, and SIP trunk services, supporting an organization's migration strategies while protecting it from fraud and malicious attacks.

2. VAIC (Voice.AI Connect)

VoiceAI Connect serves as a communication hub between bot frameworks, telephony systems, and cognitive speech services, based on AudioCodes' expertise in voice technology. It supports a wide range of use cases for voice bots, such as Virtual Agents, IVR Call Handling, Agent Assistance, and Outgoing Calls, making it an essential component for organizations leveraging AI-driven voice interactions.

2. SmartRec*

SmartRec is a comprehensive call recording and logging solution that enables organizations to capture, maintain, and index customer and internal communications across all channels. It ensures quality and compliance for both customer interactions and internal communications.

* Planned for future version.

7 Application User Interface

A unique application for task management and transcription refinement, allowing full control over the process. With this application, users can define different types of tasks, upload files to the system, assign transcribers to each file, track the progress of transcription tasks, and of course, refine the transcribed files using a convenient editing tool.

Each user can choose whether their user interface appears in **light** or **dark** mode.

Figure 1: Transcription Task List – Light Mode User Interface

Task name	Task type	Files number	Creation time	Estimated transcription time	Transcribers Admin Mail	Transcription status	Last status update time	Files list
Task 1	Online meeting transcription Microphone	1	07 Aug , 12:22	13 Min	Admin@gmail.com +3	Error	07 Aug , 16:40	[Files]
Task 2	Offline files transcription	3	07 Aug , 12:23	13 Min	Admin@gmail.com +3	Waiting	07 Aug , 16:40	[Files]
Task 3	Dictation	1	07 Aug , 15:50	13 Min	Admin@gmail.com +3	In progress	07 Aug , 16:40	[Files]
Task 4	Offline files transcription	1	07 Aug , 16:42	13 Min	Admin@gmail.com +3	Ready	07 Aug , 18:40	[Files]
Task 5	Online meeting transcription Bot	7	07 Aug , 16:45	13 Min	Admin@gmail.com +3	Proofing	07 Aug , 19:30	[Files]
Task 6	Offline files transcription	1	08 Aug , 17:10	13 Min	Admin@gmail.com +3	Final ready	08 Aug , 17:10	[Files]
Task 7	Online meeting transcription Phone	24	08 Aug , 18:20	13 Min	Admin@gmail.com +3	Error	08 Aug , 18:20	[Files]
Task 8	Dictation	1	09 Aug , 11:30	13 Min	Admin@gmail.com +3	Final ready	09 Aug , 11:30	[Files]
Task 9	Dictation	1	09 Aug , 14:40	13 Min	Admin@gmail.com +3	Waiting	09 Aug , 14:40	[Files]
Task 10	Dictation	1	09 Aug , 14:40	13 Min	Admin@gmail.com +3	Waiting	09 Aug , 14:40	[Files]

Figure 2: Transcription Task Summary – Light Mode User Interface

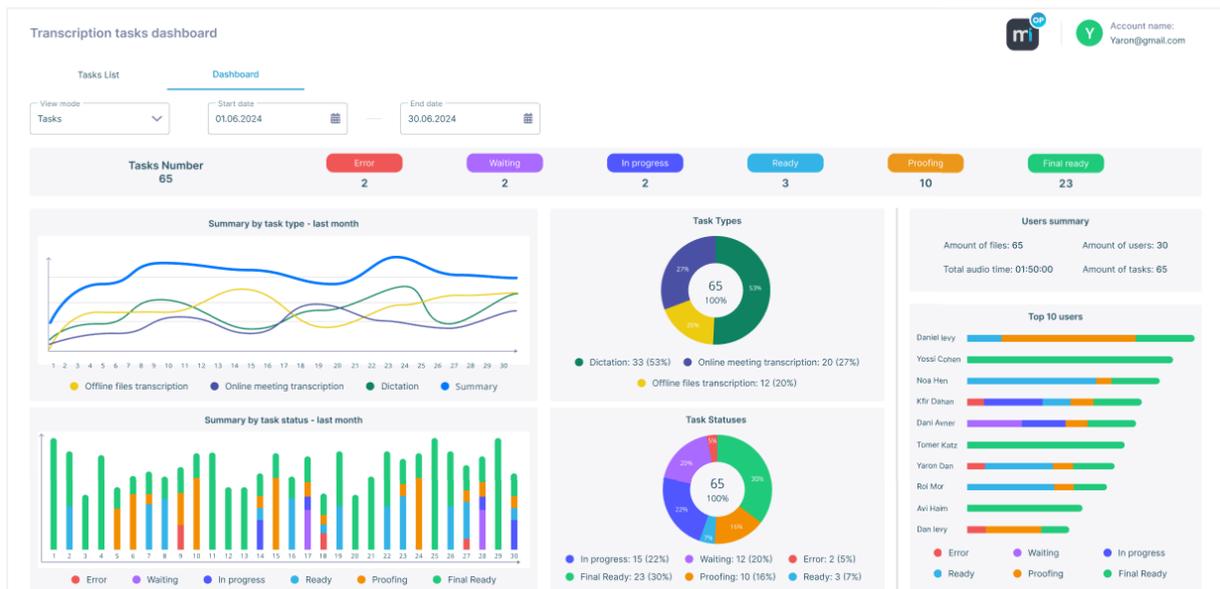


Figure 3: Transcription Editing and Refinement Tool – Light Mode User Interface

The screenshot displays the 'Proofing tool' interface. At the top, it shows the meeting name, time (18:30), and date (16.07.2024). Below this is a playback bar with 'Playing speed 1.5', a timer at '00:00:30', and a 'Filter by speakers' dropdown. A progress bar and a 'Download doc' button are also visible. The main content area is divided into three sections:

- Coffee meeting** (Edit complete): Contains several transcription segments with speaker initials (AS, JA, BS) and text. One segment has a yellow highlight on the word 'coffee'.
- Meeting summary** (Edit complete): Contains two summary segments.
- Tasks** (Edit complete): Contains one task segment with a speaker (BS) and a due date (15.08.2024).

Figure 4: Online Meeting Recording Screen – Light Mode User Interface

The screenshot shows the 'Recording Summary' overlay. It features a central timer displaying '00:03:45'. Below the timer are 'Mute' and 'Stop recording' buttons. At the bottom of the overlay, there are three input fields: 'Meeting title: Weekly plan', 'Meeting purpose: planning the week', and 'Meeting participants: 6, 4, Y+10'. The Audiocodes logo is positioned at the bottom center of the overlay. The background of the screen is a light blue and green abstract design.

Figure 5: Transcription Task List – Dark Mode User Interface

Transcription tasks list

Transcription tasks list | Dashboard summary

Search: [] Filters [] [Delete] [Edit] [Add new task]

<input type="checkbox"/>	Task name	Task type	Number of files	Upload time	Est. transcription time	Admin and transcribers' email	Status	Last updated date	Files list
<input checked="" type="checkbox"/>	Task 1	Online meeting transcription Microphone	1	13 minutes	15 minutes	Admin@gmail.com +3	Error	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 2	Dictation	1	13 minutes	15 minutes	Admin@gmail.com +3	Waiting	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 3	Offline files transcription	1	13 minutes	15 minutes	Admin@gmail.com +3	In progress	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 4	Online meeting transcription Microphone	1	13 minutes	15 minutes	Admin@gmail.com +3	Ready	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 5	Offline files transcription	1	13 minutes	15 minutes	Admin@gmail.com +3	Proofing	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 6	Online meeting transcription Microphone	1	13 minutes	15 minutes	Admin@gmail.com +3	Final ready	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 7	Dictation	1	13 minutes	15 minutes	Admin@gmail.com +3	Error	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 8	Offline files transcription	1	13 minutes	15 minutes	Admin@gmail.com +3	In progress	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 9	Offline files transcription	1	13 minutes	15 minutes	Admin@gmail.com +3	Final ready	07 Aug, 16:40	[]
<input type="checkbox"/>	Task 10	Online meeting transcription Microphone	1	13 minutes	15 minutes	Admin@gmail.com +3	Final ready	07 Aug, 16:40	[]

1 Selected | Rows per page: 5 | 1-5 of 13 | [Table settings]

Figure 6: Transcription Task Summary – Dark Mode User Interface



Figure 7: Transcription Editing and Refinement Tool – Dark Mode User Interface

Proofing tool

Meeting name: 18:30 16.07.2024

Account name: Yaron@gmail.com

Playing speed: 1.5x | 00:00:30 | Filter by speakers | All changes were saved | Reset edit | Download doc

Coffee meeting | Edit complete

AS: Can we just take a moment to appreciate how amazing this coffee is? The flavor notes are incredible, there's a hint of chocolate and some fruity undertones!

JA: I mean, it's nice and all, but I just don't get why you go through all that trouble. I can get a perfectly good cup from the machine at home in about two minutes.

BS: I get where you're coming from, Jamie. I mostly stick to instant coffee myself. I've heard that the health benefits are pretty similar regardless of how it's brewed, right?

AS: Well, there are definitely nuances. Freshly ground beans retain more of their natural oils and flavors, which can enhance the antioxidants. It's like a whole ritual!

BS: Rituals are good, but I'm not waking up an hour early just to brew coffee. I need something that'll help my hectic morning routine and coffee or a really good work-life balance.

View more

Meeting summary | Edit complete

JA: Here's to finding great coffee, no matter how we drink it!

AS: Cheers to that! And maybe, just maybe, I can convert you two into a bit more of the coffee ritual someday.

Tasks

Trying new coffee rituals | Edit complete

Speaker: Ben Shelton | Due date: 15.08.2024

BS: No promises, but I'm open to trying new things.

Figure 8: Online Meeting Recording Screen – Dark Mode User Interface

Discussion recording

Account name: Yaron@gmail.com

Waveform

00:03:45

Mute | Stop recording

Participants: K, A, Y, +10

Discussion purpose: Tasks for the next week

Discussion topic: Weekly planning

audiocodes

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