Introduction of Speech-to-Text Feature in Logger Version 12.3.1

With the release of Logger Version 12.3.1, we are excited to introduce the speech-to-text (STT) feature for the transcription of recorded calls. This feature utilizes the advanced Faster Whisper engine to convert audio recordings into text.

Key Points:

New Recording Calls:

- The STT feature is applied to new recording calls automatically. Each call is processed sequentially, ensuring that every recording is accurately transcribed.

Historical Calls:

- For historical calls, customers will need to subscribe to the RevSync service to access the transcription feature. This subscription is necessary for converting and accessing transcriptions of previously recorded calls.

Transcription Process:

- The STT engine processes each call sequentially. The transcription data is linked to a call record once a call has been transcribed.

Accessing Transcriptions via MMS UI:

- From the MMS UI search page, users will see a "Transcription" column for each call record.
- If the transcription is complete, the data will be available in that record.
- Users can click "View" to see the transcription, as illustrated in the following image.

KNOWLEDGE BASED ARTICLES

This new functionality will enhance the ability to review and analyze call recordings, making it easier to search for specific keywords and phrases within the transcribed text.

Please contact our Customer Support Team with any queries or for any support related to the new STT feature. Customer Support can be reached by phone at 281-404-7040, option 2, M-F, 8 am—5 pm CST, or email support@revcord.com to create a support ticket for 24x7 support.

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