

KNOWLEDGE BASED ARTICLES

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.

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The screenshot displays a software interface for call recordings. At the top, there are search tools including 'Date Time Range', 'Duration Range', 'Search Library', and 'User Searches'. Below this is a table titled 'CALL RECORDS' with columns for '#', 'Type', 'Channel #', 'Channel Name', 'Start Time', 'Duration', 'Group Name', 'Call Tags', 'Transcription', and 'Call Comments'. A 'TRANSCRIPT' window is open over the table, showing a timeline of audio with text transcription. The transcription includes the following text:

00:00:00
Yeah, I'm supposed to be waiting on my side to take these damn dogs down to the van to get their shots, and I said, man, I don't think I can do that.

00:00:14
And yeah, I'll come and help you. Yeah, I know how that is.

00:00:21
Just like you put one shoe on up with the other.

Buttons for 'Print' and 'Close' are visible at the bottom of the transcript window. The table below shows several call records with 'View' buttons in the 'Transcription' column.

#	Type	Channel #	Channel Name	Start Time	Duration	Group Name	Call Tags	Transcription	Call Comments
196	☎	1007	CH0007	07-19-2024 06:01...	00:01:00	Dispatch 1			
197	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
198	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
199	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
200	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
201	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
202	A	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
203	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
204	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
205	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
206	☎	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
207	A	1004	CH0004	07-19-2024 08:00...	00:03:27	Dispatch 1			
208	☎	1003	CH0003	07-19-2024 07:41...	00:02:28	ROOT		supposed to pay ...	View
209	☎	1005	CH0005	07-19-2024 07:40...	00:03:57	Dispatch 1			
210	☎	1006	CH0006	07-19-2024 07:38...	00:01:59	ROOT		looks I asked yo...	View
211	☎	1003	CH0003	07-19-2024 07:35...	00:02:28	ROOT		now. Yeah. And w...	View

Showing 1 to 500 of 552 entries (filtered from 552 total entries)

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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