



# Multimedia Recording Revolutionizing PSAPs with Affordable, Accurate Speech-to-Text

Clear, Accurate, and Cost-Effective: The Speech-to-Text Solution for PSAPs. Revcord introduces its most advanced speech-to-text (RevSTT) feature for the transcription of recorded calls. This feature utilizes the advanced Faster Whisper engine to convert audio recordings into text. Revcord utilizes a customized AI based engine to convert audio recordings into text with less than a 2% word error rate boasting best-of-class results.

## Key Points:

### New Recording Calls:

- RevSTT is applied to new recordings automatically. Each call is processed sequentially, ensuring that every recording is accurately transcribed.

### Historical Calls:

- With RevSTT and the addition of RevSync Cloud Back-up service, historical calls are also transcribed and accessed in the Cloud. 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:

- From the MMS UI Search Page, users will see a "Transcription" column for each call record.
- When transcription is complete, the text will be available for each call record.
- Users can click "View" to see the transcription. Print function is available to save as PDF and attach to playlist.



**AFFORDABLE  
ACCURATE  
SPEECH-TO-TEXT**



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**Revolutionizing  
Multimedia Recording**



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The screenshot shows a software interface with a 'CALL RECORDS' table and a 'TRANSCRIPT' window. The table has columns for #, Type, Channel #, Channel Name, Start Time, Duration, Group Name, Call Tags, Transcription, and Call Comments. The transcript window shows a timeline with audio waveforms and 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.', and '00:00:21 Just like you put one shoe on up with the other.' Below the screenshot is a diagram of the STT process: Audio (represented by a speaker icon) flows into Preprocessing, then to Deep learning based speech recognition (represented by a document icon), then to Post Processing, and finally to Transcription (represented by a document icon). The diagram is labeled 'Transcription Software'.

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](mailto:support@revcord.com) to create a support ticket for 24x7 support.

Hardware minimum requirements: 4-Core Processor, 8 GB Memory. Software minimum requirements: Windows 10 and Revcord MMS version 12.3.1. Customers must have a current RevShield Support subscription to upgrade to MMS v12.3.1



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