

**Call Transcription** automatically breaks out call recordings, transcribing them via AWS Transcribe, separating text by speaker. Transcriptions are visible in the portal and/or downloadable in a .csv file.

**Call Transcription** can quickly and easily be accessed for your use in evaluating rep-to-client conversations, training or maintaining legal compliance. It is an ongoing, permanent record of your business conversations right at your fingertips.

**Call Transcription** is available in the **Call History** section of the Simplicity portal and is viewable by **Office Manager, Site Manager** and **Call Center Supervisor** roles.

**Cost:**  
.09 per minute\*

*\*1 hour of AI transcription equates to 4 hours of manual transcription.*

### Call Transcription includes

- Participants
- Text detailed by speaker
- Option to download

