Simplicity

Call Transcription

Call Transcription automatically breaks out call recordings, transcribing them via Deepgram, 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.

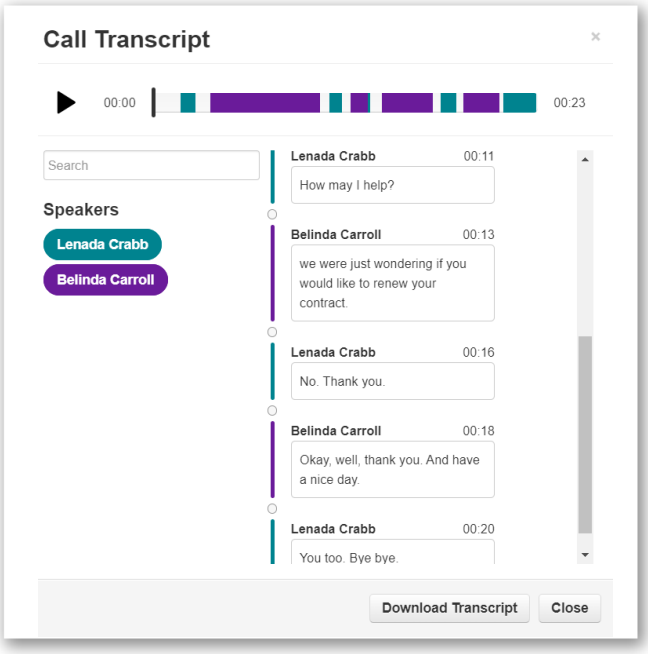
Call Transcription is available in the **Call History** section of the Simplicity portal and is viewable by **Office Manager**, **Site Manager** and **Call Center Supervisor** roles.

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



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