Call Transcription
Overview & User Guide

Overview

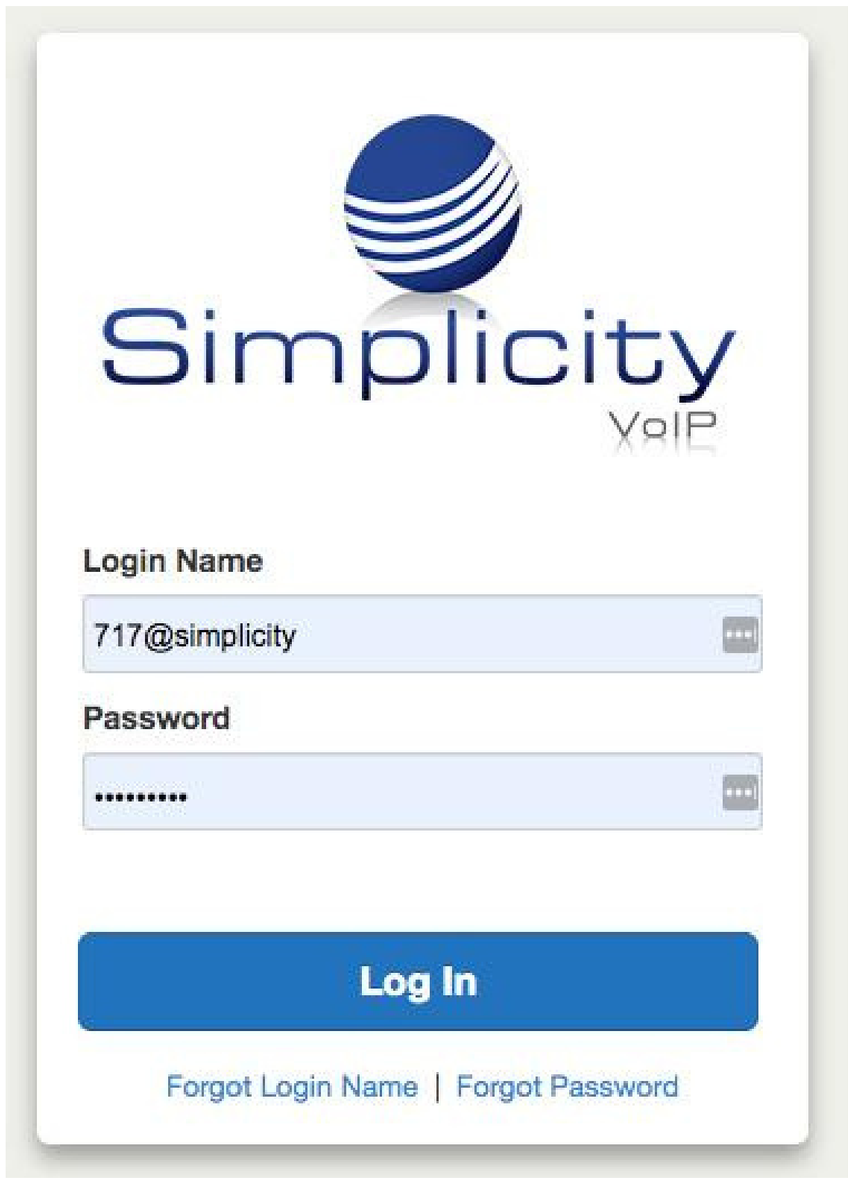
Call Transcription automatically breaks out call recordings, transcribing them via Deepgram, separating text by speaker. Transcriptions are visible in the portal and/or downloadable in a .csv file.

Note: 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.

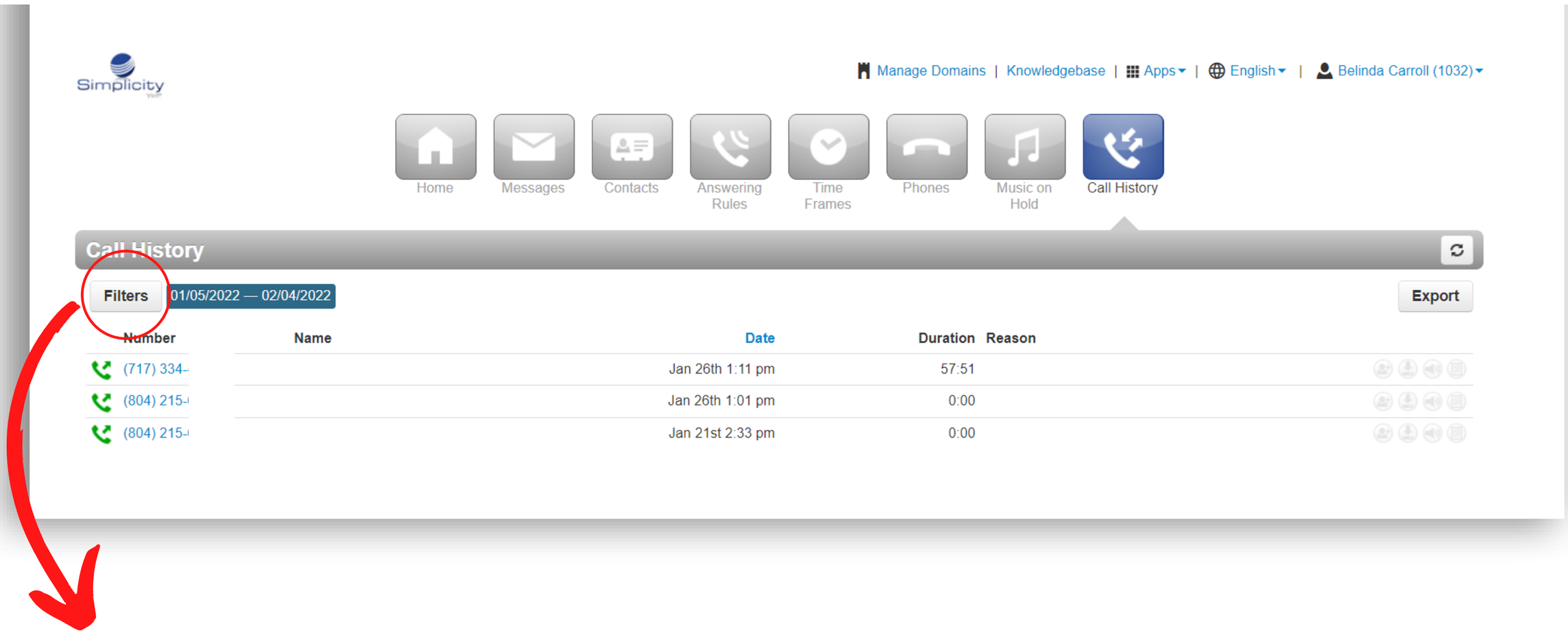
Accessing Call Transcription

Sign into the Simplicity Client Portal using Google Chrome.

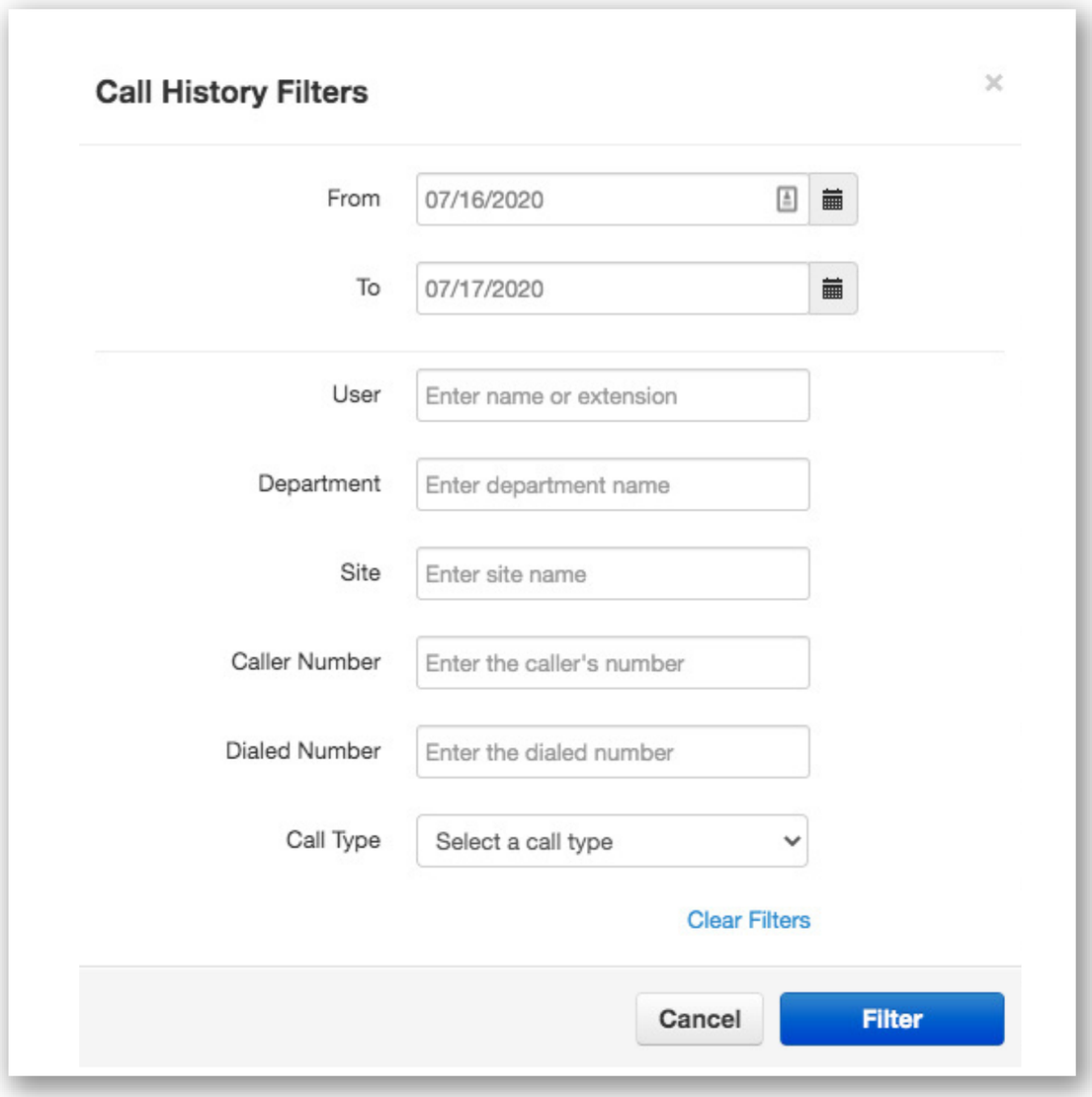
Login to the Client Portal at ***https://mysimplicityvoip.com/portal/***



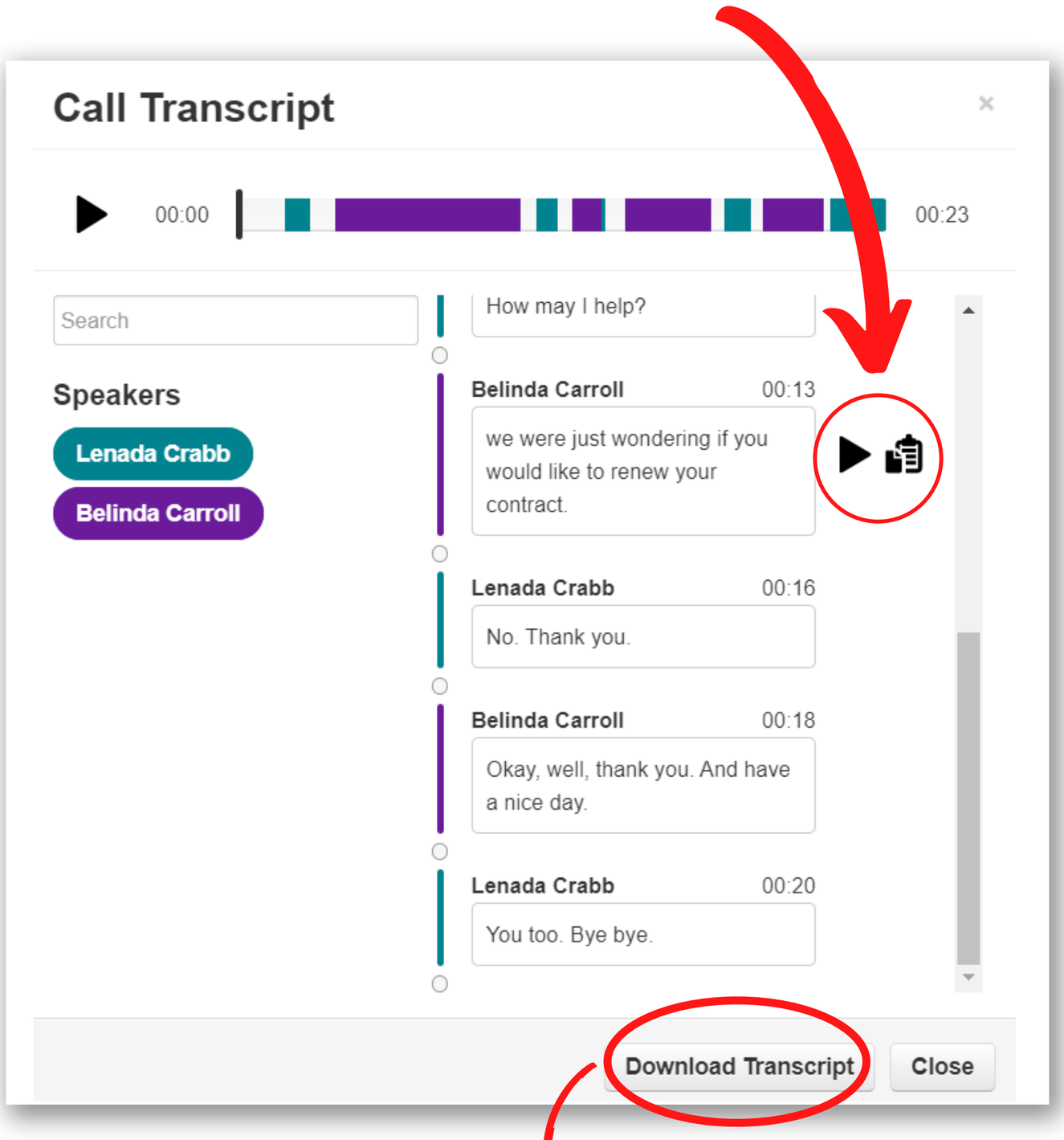
To access a call's transcription, first click on the **Call History** tab.



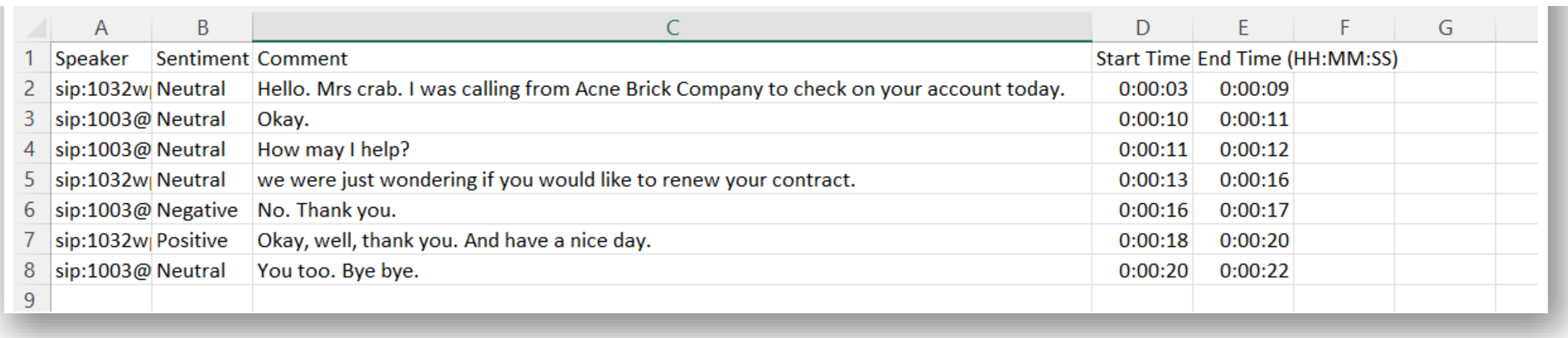
You can **Filter** results by date, user, department, site, caller number, dialed number and call type (inbound, outbound, missed, and extension to extension).



Once a call is selected, you can view a copy of the transcribed call by clicking the **Listen** button, which will bring up the **Call Transcript** window. From here you may listen to the full recording or the individual call segment by clicking the arrow that comes up when you hover to the right of any segment of the call.



You can also choose to click **Download Transcript** at the bottom of the **Call Transcript** window if you would like to have a .csv file of your call.



	A	B	C	D	E	F	G
1	Speaker	Sentiment	Comment	Start Time	End Time (HH:MM:SS)		
2	sip:1032w	Neutral	Hello. Mrs crab. I was calling from Acne Brick Company to check on your account today.	0:00:03	0:00:09		
3	sip:1003@	Neutral	Okay.	0:00:10	0:00:11		
4	sip:1003@	Neutral	How may I help?	0:00:11	0:00:12		
5	sip:1032w	Neutral	we were just wondering if you would like to renew your contract.	0:00:13	0:00:16		
6	sip:1003@	Negative	No. Thank you.	0:00:16	0:00:17		
7	sip:1032w	Positive	Okay, well, thank you. And have a nice day.	0:00:18	0:00:20		
8	sip:1003@	Neutral	You too. Bye bye.	0:00:20	0:00:22		
9							