

# SPEECH TO TEXT

Record, Transcribe, Succeed

## SOLUTION OVERVIEW

Extend your voicemail and call recording with transcription into text. Ideal for gaining conversational insights, ensuring regulatory compliance, accountability, and data loss prevention. Allows for protection of private, sensitive information. Transcription enables your teams to make better-informed decisions.

## TRANSCRIPTION SERVICES



### Voicemails

Stored in Vocal IP web portal. Audio file and transcribed message sent to email



### Call Recordings

Transcribed to text and stored in Vocal IP web portal and delivered by email

## BENEFITS



### Searchability

Enhance productivity by making searchable content of voicemails and calls



### Accountability

Ascertain verbal commitments, assure quality for training purposes



### Accuracy

Timestamps each word for precise search and analytics



### Redaction

Automated redaction templates of recording and text for PCI, PII and ePHI

## FEATURES

### Native Integrations

✓ Salesforce	✓ Google Suite (Drive)
✓ Office 365	✓ SharePoint
✓ Gong.io	

### Custom Integrations

✓ Transcriptions can be delivered to any CRM, ERP, or cloud storage application via API
✓ Use Zapier to build your own integrated workflow for transcribed voicemails/calls

## BEST FOR

### Productivity

✓ Focus on conversation
✓ Take meeting notes
✓ Collect prospect and customer information
✓ Assist teams in familiarizing with customer previous interactions
✓ Evaluate employee performance
✓ Speed up and improve employee training using real-world cases
✓ Get raw customer feedback and actionable insights

### Professionals

✓ Sales teams
✓ Customer service/support
✓ Marketing teams
✓ Legal and compliance teams
✓ Product development teams
✓ Management teams

