

**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.

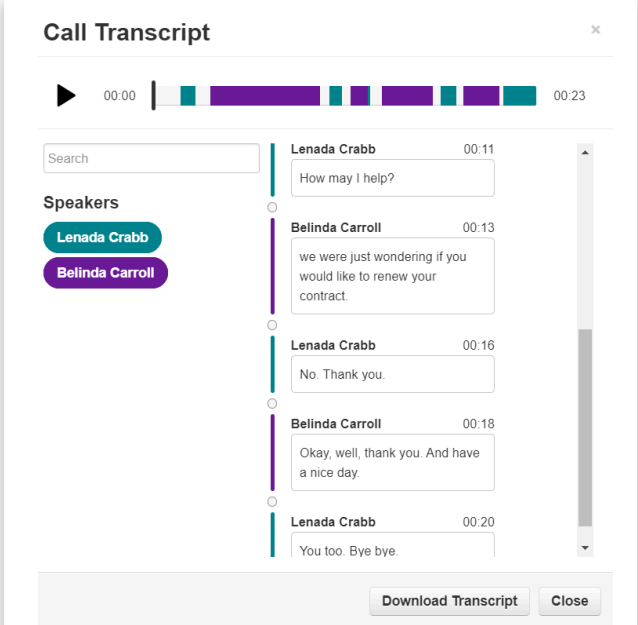
**Call Transcription** is available in the **Call History** section of the Simplicity portal and is viewable by **Office Manager, Site Manager** and **Call Center Supervisor** roles.

**Cost:**  
.01 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



The screenshot shows a 'Call Transcript' window with a progress bar at the top. Below the progress bar is a search input field. On the left, there is a 'Speakers' section with two buttons: 'Lenada Crabb' (green) and 'Belinda Carroll' (purple). The main transcript area shows a list of messages with speaker names and timestamps:

- Lenada Crabb** 00:11: How may I help?
- Belinda Carroll** 00:13: we were just wondering if you would like to renew your contract.
- Lenada Crabb** 00:16: No. Thank you.
- Belinda Carroll** 00:18: Okay, well, thank you. And have a nice day.
- Lenada Crabb** 00:20: You too. Bye bye.

At the bottom right, there are two buttons: 'Download Transcript' and 'Close'.