

Call recording transcriptions

For customers with call recording transcription shown in the agent application's Agent Assist, we can also show these transcriptions in the Admin Portal's Archive. If a call is recorded and a transcription is made, this transcription will appear in a separate tab in the Archive next to the Recording tab, if configured by Puzzel.

The screenshot displays the 'Search criteria' section at the top, with filters for 'Type' (Recorded Calls), 'Time period' (13-10-2020 00:00 to 18-10-2020 24:00), and 'Caller's Number'. Below this, a table lists call records with columns: Start, Access Point, Recording Time, Speak Time, Caller's Number, Time before answer, and Agent(s). A specific call record is highlighted, showing a start time of 13.10.2020 14:42 and agent 'Agent human-3'.

Below the table, the 'Transcript' tab is active, showing a detailed view of the call transcript. The transcript is organized into sections: 'General Information', 'Recording', and 'Transcript'. The 'Transcript' section shows a list of utterances with their start and finish times, queue, and agent. The first utterance is 'Welcome to Demo.' and the second is 'Oh, my. Help me. I would like a copy of invoice.'.

At the bottom, there is a 'Filter' input box and a list of keywords: 'copy of invoice', 'welcome', 'help me', 'invoice', 'demo', 'private business', 'production company', 'help', 'positive mood', 'questions', 'got', and 'Show all'.

You can use the filter input box to search for and show parts that contain specific words in the transcription, and you can click on one or more of the key words to see where these appear. If an incoming call has 2 call recordings since the caller spoke with 2 agents, there will be 2 rows in the Transcript tab as well.