Voice Transcriptions

Puzzles' Voice Transcription ability is a step forward into delivering a quality customer service by gaining insight into the past customer interactions happening on a voice channel. This is indeed an important and powerful tool for any business who aim to elevate their service levels by providing accessibility to past customer conversations that facilitates improved understanding of the customer. The Voice transcription feature will transcribe all recorded voice calls and create transcriptions automatically that will be made available to the agents within the Agent Assist via interaction history. Before being served to the agents, the transcriptions are subjected to analysis for the purposes of extracting relevant topics or keywords and then automatically tagged with conversations. This aids the Agent Assist to suggest relevant topics to the agents based on historical conversations.

Transcribed voice calls are also made available in the media archive for viewing and searching within media archive.

> Note
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> Voice transcription is currently available in all languages supported by Microsoft.