AI for Voice Transcription

Provides completed transcripts in	Average time to save Final Document Reduced from	Up to
<5 min	**3 to 1** day	**95%** Word Accuracy

The Client

Hongkong based knowledge-sharing platform company

Industry

Consulting

Overview

Voice to text transcription has long been an important job in medical, legal and media businesses. For businesses involving large volumes of calls, finding every call, manually downloading and transcribing them, is a long, tedious and manual process.

Business Challenge

Our client is manually recognizing errors in the outputs produced by an automatic speech-to-text (ASR) solutions provider. To improve the accuracy and TAT, our client switched to Quadratyx speech cognitive services hosted on cloud.

Our Approach:

Building an AI-powered transcription application:
- Automate error recognition & improve accuracy
- Review workflow & UI for human analysts for QA
- Learn common mistakes & improve quality of ASR

Outcomes

✓ More efficient and cost-effective process – reduce manual processes.

✓ Scalable from small to large records.

✓ Accurate and consistent transcriptions over other automated transcription tools.

✓ The average time until the final document got saved was reduced from 5 to 1 day.