



User Guide

Interprenet On Demand | Consecutive AI Interpretation

AI Transcriptions & Summaries



What are AI Transcriptions and Summaries?

- **Detailed Call Transcripts:** Captures every word of your calls accurately.
- **Call Summaries:** Summarizes participants, purpose, key topics, decisions, and action items.
- **Multilingual Support:** Transcriptions and summaries are available in the call languages or translated versions.

Key Features

- Automated Transcriptions and Summaries for on-demand audio calls.
- Transcriptions and summaries available for **10 supported languages**:
 - English, Spanish, Russian, French, Vietnamese, Portuguese, Chinese (Mandarin), Ukrainian, Chinese (Cantonese), Korean.
- **Download Options:** Save transcripts and summaries in PDF or DOCX formats.
- **Searchable Text:** Easily find specific sections in the transcript.
- **Timestamps:** Time-stamped dialogue for reference.



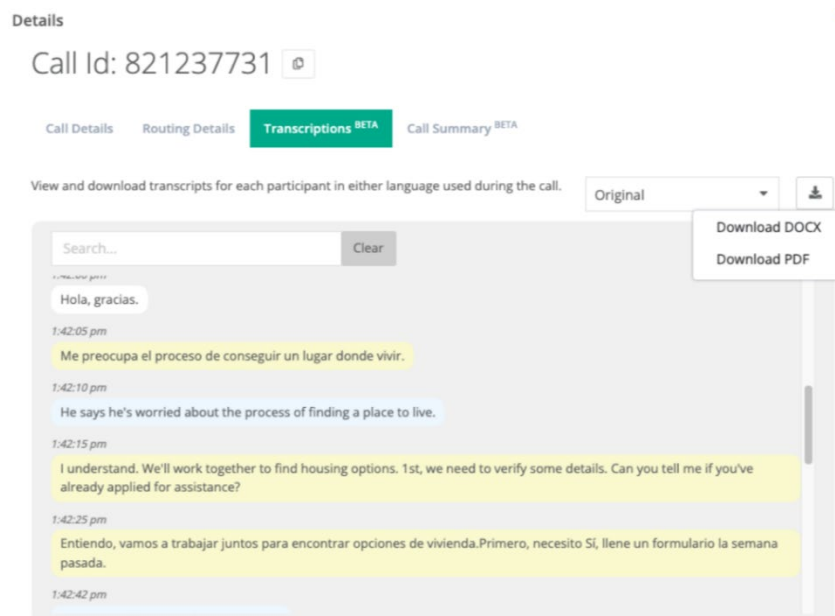


How to Use the Feature

- When the feature is enabled for you, transcription is automatically enabled for all eligible calls originating from your account.
- At the start of the call, a recording announcement will notify participants that the call is being recorded and transcribed.

Accessing Transcriptions and Summaries - Browser

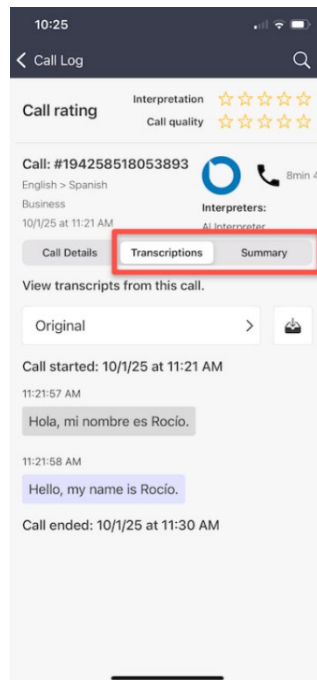
1. After the call, navigate to the Call Log Details in your account.
2. Click on the call record.
3. Two new tabs will be visible:
 1. **Transcriptions Tab:** Contains the full transcription with language options and time stamps.
 2. **Call Summary Tab:** Provides key details like participants, purpose, decisions, and action items.





Accessing Transcriptions and Summaries - Mobile App

1. Navigate to Call Log and tap on a call that you want to review.
2. Transcriptions and Summary tabs are available in Call Details screen:



Downloading and Sharing

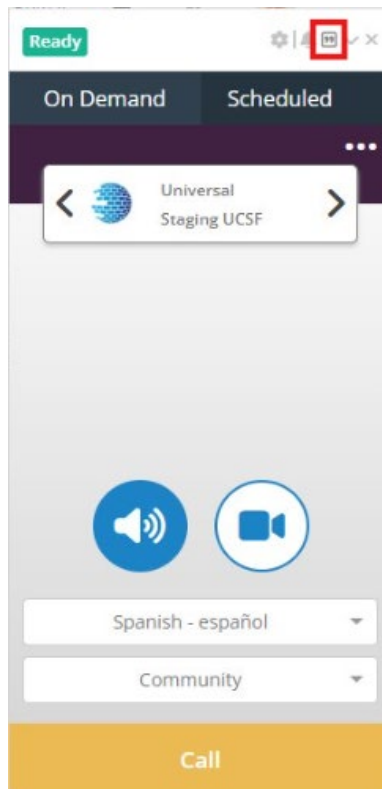
- Both transcriptions and summaries can be downloaded as PDF or DOCX files.
- Transcription duration is also shown as a column when exporting call logs.
- Copy summaries directly for quick sharing.



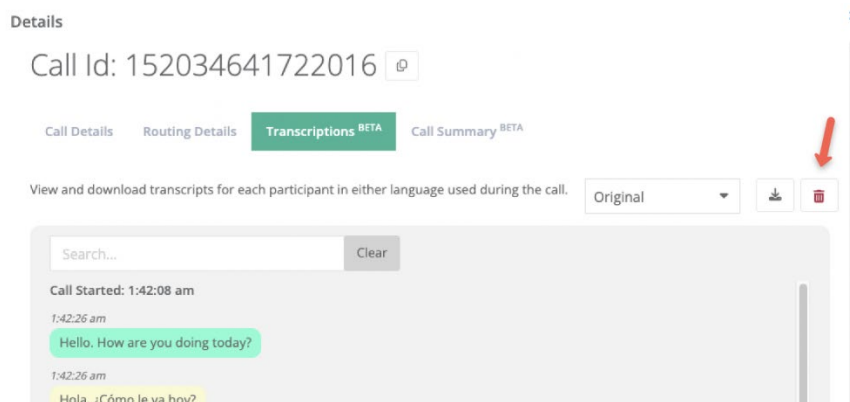


Opting out and deleting Records

- Requestors can choose to opt out of transcribing an active call by clicking the indicated icon:



- Requestor Admins can delete the transcript for a call by clicking the selected icon in the call details pop-up:





Important Notes

- **Admins** and the **requestor that placed the call** can always access transcriptions and summaries
- **Not Supported:** Scheduled calls, video calls, or calls through third-party apps like Zoom, Webex, or Teams.
- Transcriptions and summaries are currently stored until manually deleted or requested to our support team.

Examples of Use

- **Record-Keeping:** Maintain detailed records for compliance or audits.
- **Follow-Up:** Quickly reference summaries to address action items or decisions.
- **Collaboration:** Share transcripts with team members to align on key topics.

