IVO by Tip N Ring

Voice to Text Overview

The Benefits of Voice to Text

These days, you only need to step away from your desk for a few minutes to have a heap of missed calls and new emails awaiting your return. Customers are very busy people, and they look to you for offering the right communications tools to keep them running efficiently.

What is Voice to Text?

As the name suggests, a Voice to Text solution uses artificial intelligence (AI) technology to automatically transcribe voicemails received by a user's voice mailbox. Voice to Text is ideal for busy professionals who can't be accessible at a moment's notice, are often in meetings, or in an environment where it's not feasible to listen to messages in sequential order. Voice to Text offers a practical, at-a-glance way to keep up with the messages that need your attention and prioritization.

With Voice to Text transcription, you can consult your voice messages at a time and place that's most convenient for you. Users can efficiently hone in on specific transcribed messages to find exactly the information they need - from contact information to payment details to an address for their next meeting.

What are the Benefits of Voice to Text?

- Maximum Accuracy**:** Our Voice to Text solution uses Google's Cloud Speech API for Speech to Text transcription which has better accuracy than many voice transcription solutions. The transcriptions made over our platform represent the truest content of your customers' voicemails.

- Efficiency and Flexibility**:** Users can read their Voice to Text transcriptions at their own convenience - via email, SMS, or a mobile app.

What's Next for Voice to Text:

• Call Transcriptions: In addition to voicemail transcriptions, your customers will be able to put recordings of their phone calls into writing. This will allow customers to create a complete text archive of their telephone communications resulting in a massive benefit to their productivity and workflow. Ability to support compliance requirements or improve customer experience with big data are primary use cases for transcribing contact center or sales call data.

• Added Compliance and Security: Using Google Cloud's Data Loss Prevention (DLP) API, Voice to Text services will allow your customers to redact text from the final transcription for compliance or other business purposes. Your customers can easily remove certain types of sensitive data, while still having access to the transcriptions that they need to conduct their business. Items like credit card information, health data, or other PII, PCI HIPAA compliance requirements often needed by healthcare, government and contacts centers are removed to assure private information is not indexed on servers and can be leveraged for productivity and the big data they contain.