

## Technical Assignment: Call Recording Transcription Service

Your task is to create a program that transcribes a customer service call recording into a text transcript with speaker identification (diarization). The program should distinguish between the support agent and caller, formatting the transcript as follows:

AGENT: [agent speech]

CALLER: [caller speech]

### Technical Requirements:

- \* Programming Language: TypeScript
- \* Runtime Environment: Node.js on MacOS
- \* Input: Call recording file (.ogg)
- \* Output: Text transcript with speaker identification

You may utilize any publicly available AI model APIs for transcription and speaker diarization.

### Submission Requirements:

- \* Two files in a zip archive:
  - \* implementation.ts - Your TypeScript implementation
  - \* README.md - Setup and usage instructions, including any AI model/API dependencies
- \* Name the zip file using your full name (e.g., "john-smith.zip")
- \* Do not include any API keys in your submission

### Important Notes:

- \* The provided call recording has typical contact center audio quality issues - your solution should be robust enough to handle imperfect audio
- \* While code quality matters, transcript accuracy is the primary evaluation criterion
- \* The README.md must document all dependencies and setup steps
- \* Include any AI model/API specifications in your documentation
- \* The program must run successfully on MacOS using Node.js

### Download Call Recording:

[https://drive.google.com/file/d/1mGMz8of0nOeQkmc\\_BW8uBW0QTGJPwGXb/view?usp=drive\\_link](https://drive.google.com/file/d/1mGMz8of0nOeQkmc_BW8uBW0QTGJPwGXb/view?usp=drive_link)