

11Labs Transcription Analysis Report

Report Date: 2025-07-24 11:18

Executive Summary

This report analyzes 20 transcription files processed by ElevenLabs API. It examines bias indicators, transcription quality, and speaker distribution patterns.

Total Files Analyzed:	20
Total Segments:	5152
Total Words:	265953
Files with Speaker Info:	20 (100.0%)

Overall Bias Assessment

Bias was analyzed in 20 of 20 files.

Filename	Bias Score	Bias Level
1232_IvanHo_GEFA_m1_merged_chunked_labeled.xlsx	55	HIGH
1787_ChuaWeiLin_GEFA_m1_merged_chunked_labeled.xlsx	30	MEDIUM
1476_JunKaiOng_GEFA_m1_merged_chunked_labeled.xlsx	0	LOW
1012_IvanHo_AIAFA_m1_merged_chunked_labeled.xlsx	30	MEDIUM
1086_AlvinLee_AIA_m1_merged_chunked_labeled.xlsx	75	HIGH
1005_CherylMelia_AIA_m1_merged_chunked_labeled.xlsx	10	LOW
1164_AntonNeo_GELife_m1_merged_chunked_labeled.xlsx	30	MEDIUM
1871_ChristineKee_Prudential_m1_merged_chunked_labeled.xlsx	55	HIGH
1441_KheeXingPing_AIA_M1_merged_chunked_labeled.xlsx	30	MEDIUM
1871_ChristineKee_Prudential_m2_merged_chunked_labeled.xlsx	55	HIGH

1985_JonathanKoh_GELife_m1_merged_chunked_00_labeled.xlsx	40	LOW
1160_ChristineNeo_Prudential_m1_merged_chunked_labeled.xlsx	0	LOW
1422_LimFan_Prudential_m1_merged_chunked_labeled.xlsx	0	LOW
1422_LimFan_Prudential_m2_merged_chunked_labeled.xlsx	0	LOW
1339_Amalina_PrudentialFA_m1_merged_chunked_55_labeled.xlsx	55	HIGH
1476_JunKaiOng_GEFA_m2_merged_chunked_labeled.xlsx	0	LOW
1985_JonathanKoh_GELife_m2_merged_chunked_30_labeled.xlsx	30	MEDIUM
1226_Larissa_AIA_m1_merged_chunked_labeled.xlsx	0	LOW
1365_Corrina_Prudential_m1_merged_chunked_55_labeled.xlsx	55	HIGH
1160_ChristineNeo_Prudential_m2_merged_chunked_labeled.xlsx	0	LOW

Detailed File Analysis

File 1: 1232_IvanHo_GEFA_m1_merged_chunked_labeled.xlsx

Segments:	339
Word Count:	12392
Speaker Info:	Available

Bias Assessment

Bias Score:	55/100
Bias Level:	HIGH
Interpretation:	Moderate bias detected. Significant issues with transcription consistency or speaker

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	164
InsuranceAgent	152
SPEAKER_speaker_2	18
SPEAKER_speaker_3	5

Recommendations:

- High speaker imbalance detected (ratio: 32.80). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (60.69%). Consider language-specific transcription models.

File 2:
1787_ChuaWeiLin_GEFA_m1_merged_chunked_labeled.xlsx

Segments:	392
Word Count:	19068
Speaker Info:	Available

Bias Assessment

Bias Score:	30/100
Bias Level:	MEDIUM
Interpretation:	Some bias indicators detected. Consider reviewing transcription quality and speaker

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	183
InsuranceAgent	175
SPEAKER_speaker_3	14
SPEAKER_speaker_2	12
SPEAKER_speaker_4	8

Recommendations:

- High speaker imbalance detected (ratio: 22.88). Consider reviewing speaker identification accuracy.
- Low English character ratio (59.58%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 3:
1476_JunKaiOng_GEFA_m1_merged_chunked_labeled.xlsx

Segments:	60
Word Count:	2936
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	34
InsuranceAgent	26

Recommendations:

- Low English character ratio (59.97%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 4: 1012_IvanHo_AIAFA_m1_merged_chunked_labeled.xlsx

Segments:	220
Word Count:	10048
Speaker Info:	Available

Bias Assessment

Bias Score:	30/100
Bias Level:	MEDIUM
Interpretation:	Some bias indicators detected. Consider reviewing transcription quality and speaker

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	115
Mysteryshopper	94
SPEAKER_speaker_2	11

Recommendations:

- High speaker imbalance detected (ratio: 10.45). Consider reviewing speaker identification accuracy.
- Low English character ratio (60.02%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 5: 1086_AlvinLee_AIA_m1_merged_chunked_labeled.xlsx

Segments:	248
Word Count:	18210
Speaker Info:	Available

Bias Assessment

Bias Score:	75/100
Bias Level:	HIGH
Interpretation:	High bias detected. Major issues with transcription quality, speaker identification, o

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	119
Mysteryshopper	111
SPEAKER_speaker_2	15
SPEAKER_speaker_3	3

Recommendations:

- High speaker imbalance detected (ratio: 39.67). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (49.80%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 6: 1005_CherylMelia_AIA_m1_merged_chunked_labeled.xlsx

Segments:	441
Word Count:	19215
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	237
InsuranceAgent	204

Recommendations:

- Low English character ratio (59.76%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 7:
1164_AntonNeo_GELife_m1_merged_chunked_labeled.xlsx

Segments:	227
Word Count:	11230
Speaker Info:	Available

Bias Assessment

Bias Score:	30/100
Bias Level:	MEDIUM
Interpretation:	Some bias indicators detected. Consider reviewing transcription quality and speaker

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	105
Mysteryshopper	102
SPEAKER_speaker_2	17
SPEAKER_speaker_3	3

Recommendations:

- High speaker imbalance detected (ratio: 35.00). Consider reviewing speaker identification accuracy.
- Low English character ratio (54.42%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 8: 1871_ChristineKee_Prudential_m1_merged_chunked_labeled.xlsx

Segments:	377
Word Count:	28447
Speaker Info:	Available

Bias Assessment

Bias Score:	55/100
Bias Level:	HIGH
Interpretation:	Moderate bias detected. Significant issues with transcription consistency or speaker

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	190
Mysteryshopper	162
SPEAKER_speaker_2	19
SPEAKER_speaker_3	3
SPEAKER_speaker_5	2
SPEAKER_speaker_4	1

Recommendations:

- High speaker imbalance detected (ratio: 190.00). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (54.40%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 9:
1441_KheeXingPing_AIA_M1_merged_chunked_labeled.xlsx

Segments:	416
Word Count:	16046
Speaker Info:	Available

Bias Assessment

Bias Score:	30/100
Bias Level:	MEDIUM
Interpretation:	Some bias indicators detected. Consider reviewing transcription quality and speaker

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	210
InsuranceAgent	202
SPEAKER_speaker_2	4

Recommendations:

- High speaker imbalance detected (ratio: 52.50). Consider reviewing speaker identification accuracy.
- Low English character ratio (59.35%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 10: 1871_ChristineKee_Prudential_m2_merged_chunked_labeled.xlsx

Segments:	356
Word Count:	26524
Speaker Info:	Available

Bias Assessment

Bias Score:	55/100
Bias Level:	HIGH
Interpretation:	Moderate bias detected. Significant issues with transcription consistency or speaker

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	172
Mysteryshopper	164
SPEAKER_speaker_3	11
SPEAKER_speaker_2	9

Recommendations:

- High speaker imbalance detected (ratio: 19.11). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (56.78%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 11:
1985_JonathanKoh_GELife_m1_merged_chunked_labeled.xlsx

Segments:	55
Word Count:	1933
Speaker Info:	Available

Bias Assessment

Bias Score:	10/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	28
Mysteryshopper	27

Recommendations:

- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (60.85%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 12: 1160_ChristineNeo_Prudential_m1_merged_chunked_labeled.xlsx

Segments:	164
Word Count:	14193
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	84
InsuranceAgent	80

Recommendations:

- Low English character ratio (55.90%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 13:
1422_LimFan_Prudential_m1_merged_chunked_labeled.xlsx

Segments:	144
Word Count:	7813
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	75
InsuranceAgent	69

Recommendations:

- Low English character ratio (58.45%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 14:
1422_LimFan_Prudential_m2_merged_chunked_labeled.xlsx

Segments:	283
Word Count:	16657
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	145
InsuranceAgent	138

Recommendations:

- Low English character ratio (58.17%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 15:
1339_Amalina_PrudentialFA_m1_merged_chunked_labeled.xlsx

Segments:	181
Word Count:	9630
Speaker Info:	Available

Bias Assessment

Bias Score:	55/100
Bias Level:	HIGH
Interpretation:	Moderate bias detected. Significant issues with transcription consistency or speaker

Speaker Distribution:

Speaker	Segment Count
InsuranceAgent	87
Mysteryshopper	81
SPEAKER_speaker_2	10
SPEAKER_speaker_3	3

Recommendations:

- High speaker imbalance detected (ratio: 29.00). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (58.77%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 16:
1476_JunKaiOng_GEFA_m2_merged_chunked_labeled.xlsx

Segments:	46
Word Count:	1510
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	24
InsuranceAgent	22

Recommendations:

- Low English character ratio (60.03%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 17:
1985_JonathanKoh_GELife_m2_merged_chunked_labeled.xlsx

Segments:	467
Word Count:	16258
Speaker Info:	Available

Bias Assessment

Bias Score:	30/100
Bias Level:	MEDIUM
Interpretation:	Some bias indicators detected. Consider reviewing transcription quality and speaker

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	222
InsuranceAgent	208
SPEAKER_speaker_2	18
SPEAKER_speaker_3	17
SPEAKER_speaker_4	2

Recommendations:

- High speaker imbalance detected (ratio: 111.00). Consider reviewing speaker identification accuracy.
- Low English character ratio (60.45%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 18: 1226_Larissa_AIA_m1_merged_chunked_labeled.xlsx

Segments:	177
Word Count:	7530
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	94
InsuranceAgent	83

Recommendations:

- Low English character ratio (59.19%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 19:
1365_Corrina_Prudential_m1_merged_chunked_labeled.xlsx

Segments:	359
Word Count:	14668
Speaker Info:	Available

Bias Assessment

Bias Score:	55/100
Bias Level:	HIGH
Interpretation:	Moderate bias detected. Significant issues with transcription consistency or speaker

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	154
InsuranceAgent	151
SPEAKER_speaker_2	50
SPEAKER_speaker_3	4

Recommendations:

- High speaker imbalance detected (ratio: 38.50). Consider reviewing speaker identification accuracy.
- Significant variance in transcription length between speakers detected. This may indicate bias in transcription quality.
- Low English character ratio (58.89%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

File 20: 1160_ChristineNeo_Prudential_m2_merged_chunked_labeled.xlsx

Segments:	200
Word Count:	11645
Speaker Info:	Available

Bias Assessment

Bias Score:	0/100
Bias Level:	LOW
Interpretation:	The transcription shows minimal bias indicators. Quality appears consistent across

Speaker Distribution:

Speaker	Segment Count
Mysteryshopper	100
InsuranceAgent	100

Recommendations:

- Low English character ratio (58.23%). Consider language-specific transcription models.
- High number of repetitive patterns detected. This may indicate transcription quality issues.

Conclusions and Recommendations

Bias Assessment Summary

Average Bias Score: 25.50/100

Most Common Bias Level: LOW

General Recommendations

- Moderate bias indicators were detected. Consider fine-tuning the transcription model for your specific use cases.
- Review speaker identification algorithms to ensure balanced treatment.