AWS Transcribe

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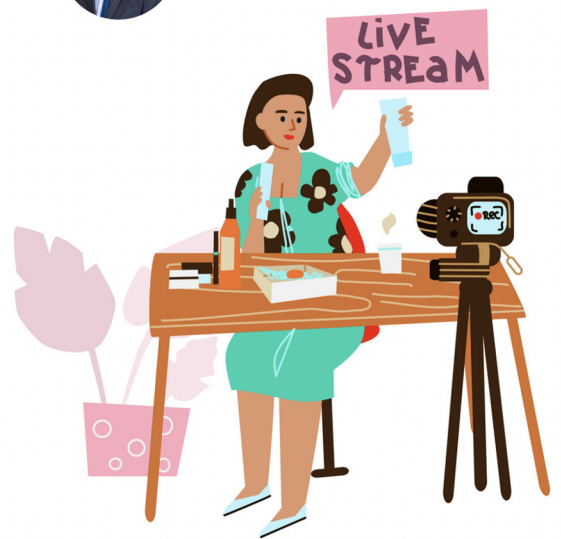## Obstacles of Automatic Speech Recognition (ASR)

Analyze customer calls?

Lack of Timely market response

High manual cost

Data processing difficulty

Subtitle the live stream?

Low accuracy

Multi-language need

Live streaming data
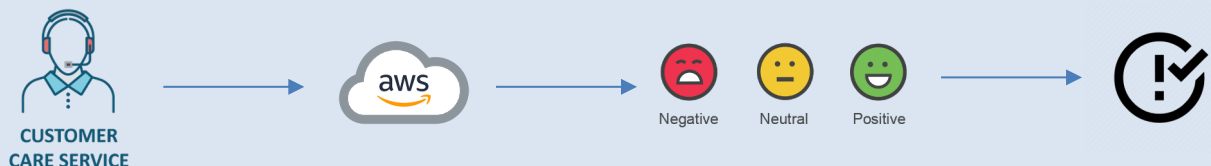
Time for
amazon Transcribe

Why AWS Transcribe?

	Google	aws	rev.ai
Supported Media	FLAC, WAV, OGG, MP3 (beta), AMR	WAV, MP3, MP4 and FLAC	All common audio and video formats
Speaker Diarization	Beta	√	√
Punctuation	Beta	√	√
User Interface	1-min audio	√	√
Pricing	$2.16/hr	$1.44/hr	$2.10/hr

Workflow

AWS S3 Store Audio Data → **AWS Transcribe Audio to Text** → **AWS Comprehend Detect Sentiment** → **AWS QuickSight Visualize**

Step 1 → Step 2 → Step 3 → Step 4

Use Cases

Contact Center Analysis – Sentiment Analysis – Issue Detection

CUSTOMER CARE SERVICE → aws → Negative Neutral Positive →

Podcast Transcription – Add Subtitles – Content Analysis / Recommendation

→ aws → → Word Clouds

Medical Speech-to-text – Real-time Speech-to-text – Extract Information

→ aws → →