Speaker 1 ([00:00](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=0.48)):

Awesome, thank you. So the recording along with the transcript of the interview will be used to create a report that's going to be shared with our client, rev. And all of the materials, including the recording, the transcript and the report will be shared with Rev to help them gain great insights from customers like yourself. So any questions before we begin?

Speaker 2 ([00:21](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=21.42)):

No.

Speaker 1 ([00:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=22.29)):

Okay, awesome. Thanks. So to start, can you briefly describe your role in the company?

Speaker 3 ([00:30](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=30.3)):

So I work with an attorney here in New Orleans, wealth Planning Law Group. And he likes me to take, he gets in a lot of videos and stuff like that. So he likes me to record off the Rev app and then that would transcribe the video so I don't have to go in and watch the video and do it all myself. So having the app definitely helps with that.

Speaker 1 ([00:58](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=58.5)):

That's great. And is it just one attorney at the firm?

Speaker 3 ([01:01](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=61.92)):

Yes.

Speaker 1 ([01:02](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=62.82)):

Okay, excellent. And then how many employees overall? Is it the two of you or are there others?

Speaker 3 ([01:08](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=68.46)):

It's him, me, who I am, his EA and his intake specialist and his marketing and then a paralegal named Monique.

Speaker 1 ([01:18](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=78.33)):

That's great. And was it the attorney that recommended that you use Rev or who

Speaker 3 ([01:25](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=85.35)):

Identified? No, I actually found it myself. He sent me a bunch of videos and he told me to find something to transcribe them and I was just googling and doing the app store on my phone and I found this app and I gave it a shout and it's been working perfectly. I sent him the transcripts and he was like, that was amazing.

Speaker 1 ([01:47](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=107.16)):

Very good. Good find. So for the next few minutes I want to learn more about your firm's needs and evaluation of transcription services. So what prompted you to evaluate transcription services like Rev?

Speaker 3 ([02:02](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=122.04)):

Well, him needing to transcribe any of the videos or

([02:07](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=127.17)):

Anything that he needs and the app just helps me do that instead of, like I said, instead of going through the video myself and writing notes and doing that manually, it'd be better just to do the app and then it gave him the highlights of the video and a summary. I think I deleted the ones that I already had to make because I no longer needed it anymore, but see it now actually and just transcribed it to, let's see if I can pull up. Yeah, I guess it won't let me know more. I deleted the ones that I don't need anymore, but basically a summary and then the key points and it helps when I send it to him. He thought that was more organized the way they did that.

Speaker 1 ([02:55](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=175.77)):

Great. And were you manually transcribing things before Rev?

Speaker 3 ([03:01](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=181.24)):

No, no, actually it just started working for him recently in the beginning of the year and he never really needed me to transcribe anything before until that project he sent me. So when he said to find something to transcribe it, that's when I started to Google the best app to do that. And I downloaded a few and the other ones I really didn't care for, but this one was, they gave the highlight of what the topic was and then the summary and the key points and none of the app, other apps that I downloaded and tried did that.

Speaker 1 ([03:39](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=219.58)):

Great. How many other apps did you download?

Speaker 3 ([03:43](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=223)):

I want to say maybe two other ones. It wasn't much. And then a prior person who worked before recommended some other app or something online. I type in Google. I don't think they had an app and what she recommended didn't really work out either.

Speaker 1 ([04:00](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=240.1)):

Yep. Do you remember any of the names, any of the other contenders when you went through the process?

Speaker 3 ([04:05](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=245.71)):

I mean I can pull up the ones I downloaded, but let's see. Type my phone, I downloaded Wave.

Speaker 1 ([04:25](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=265.7)):

Wave, okay.

Speaker 3 ([04:27](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=267.85)):

Transcribe audio to text live caption. And I think, I can't remember the one that she recommended, but that wasn't an app, it was through, you have to type through Google.

Speaker 1 ([04:42](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=282.04)):

Ah, okay. Very good. Well that's good. So you ran a process, so when you were going through this, what were your expectations for how a transcription service would support the work that you're doing?

Speaker 3 ([04:53](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=293.92)):

Honestly, when I first downloaded it and started to report it, I thought I was just to give what the speaker was saying in the audio. I didn't think it would be so organized and more detailed how, like I said, the key points, the summary and all that. I didn't know to be like that. I thought it was just to be like what the speaker was saying in the video and then literally that into text. I don't know if what it was, which was way more helpful for me and my boss.

Speaker 1 ([05:26](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=326.08)):

That's great. And going into it, were there criteria that were important to you when evaluating the vendors?

Speaker 3 ([05:36](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=336.19)):

No, not necessarily. I just wanted really just to someone just to transcribe the speaker voice into a text and it went way beyond what I thought it would.

Speaker 1 ([05:51](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=351.79)):

That's great. Let me pull up, I have a few different evaluation criteria. Are you able to see the chat?

Speaker 3 ([06:01](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=361.88)):

Yes.

Speaker 1 ([06:02](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=362.63)):

Okay. I

Speaker 3 ([06:03](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=363.2)):

Don't see anything in it yet, but

Speaker 1 ([06:05](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=365.75)):

Great. I'm going to put a couple different criteria in here and if you can help me rank them in terms of

Speaker 3 ([06:18](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=378.95)):

One to 10, 10 being the most or

Speaker 1 ([06:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=382.58)):

Well, of those six, how would you prioritize those?

Speaker 3 ([06:27](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=387.32)):

Oh, importance of me, definitely a whole accuracy would be important. Ease of use, speed, data, security and compliance, specific features and costs.

Speaker 2 ([06:51](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=411.38)):

Great,

Speaker 1 ([06:57](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=417.86)):

Great. So accuracy is number

Speaker 2 ([06:59](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=419.6)):

One? Yes.

Speaker 1 ([07:01](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=421.1)):

Yeah, very good. Tell me a little bit more about ease of use. What does that look like for you?

Speaker 3 ([07:08](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=428.36)):

So my boss likes a lot of AI technology nowadays and some of the programs he wanted now that we have to cancel because it was two I guess. So I want to say too hard to learn, but it was more you have to do a lot of training to learn their software. So something easy and understanding to use the app that I downloaded for Rev, it was very obviously, I mean anybody can do it. It's very self-explanatory.

Speaker 1 ([07:44](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=464.72)):

That's great. Did you have any needs or evaluation criteria that are specific to the legal industry?

Speaker 3 ([07:57](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=477.77)):

No.

Speaker 1 ([08:00](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=480.11)):

Great. And then how did Rev align with your needs and evaluation criteria? Obviously you went with them, but in terms of overall alignment and criteria, what would you say about that?

Speaker 3 ([08:13](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=493.7)):

I'm sorry, what was your question again?

Speaker 1 ([08:15](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=495.53)):

Yeah, how did Rev align with the needs and the evaluation criteria that you had going into it?

Speaker 3 ([08:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=502.61)):

Just transcribing the stuff that I needed to send to my boss really.

Speaker 1 ([08:28](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=508.7)):

Was there anything that stood out compared to your expectations?

Speaker 3 ([08:35](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=515.03)):

Like I said, how they went into the detail of what the topic, what cause that is recording. Also videos he sent me and each one they had, I forget what the videos were about, but let's say they're talking about, for example, what my boss does, he's an attorney for estate planning and long-term care. So they would highlight estate planning and then they would go into key points and then a summary. And then same thing for long-term care, they would highlight that big at the top, that's what the topics would be about. And then the summary and then key points. So that was what mainly stood out to me. I wasn't expecting it to be exactly like that, which I really liked and my boss really liked.

Speaker 1 ([09:25](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=565.14)):

That's great. Was there any shortcomings compared to your expectations?

Speaker 3 ([09:31](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=571.56)):

No, not at all.

Speaker 1 ([09:33](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=573.33)):

Great. So what tipped the scales, and you may have touched on this already, but what tipped the scales in choosing Rev over some of the other apps that you downloaded?

Speaker 3 ([09:47](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=587.25)):

Basically the other apps kind of did what I thought the Rev app would do is kind of just transcribe the exact video speaker, voice and text. It didn't really go into detail of the summary, the key points, stuff like that. It just transcribe, literally just transcribe the video to text.

Speaker 1 ([10:09](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=609.27)):

Excellent. So now I want to switch gears and do a little bit of a deeper dive on how the firm is using Rev. So at the firm, who is using it and for what tasks?

Speaker 3 ([10:23](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=623.25)):

That would be just me and to transcribe any videos or even when I'm on a Zoom with a client sometimes. I mean I know I have fireflies that report. I think that's what you added Fireies. I say, yeah, we have that too. Or even when I'm in a meeting with him himself and he is giving me my task just to have, because sometimes fireflies don't always go on our Zoom meetings for some reason. I dunno why, but my backup would be the Rev for sure. And if he signs me any task or anything like that, I can go back to that and have it. I'm the one that mainly uses it. I don't think he anything that he would need to use it for, it would just be him sending it to me to do

Speaker 1 ([11:11](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=671.82)):

And then on fireflies. That's interesting. So you invite fireflies to all of your meetings. Does the attorney also use fireflies?

Speaker 3 ([11:20](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=680.19)):

Yes. Yeah, just me and him.

Speaker 1 ([11:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=682.23)):

Yep. That's great. And so tell me a little bit more about how you see the difference between fireflies and Rev.

Speaker 3 ([11:36](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=696.83)):

I know the fireflies, you can go play back the actual video. Obviously with Rev you just transcribe it, there's not going to be a video, but Ity, they're pretty the same. I don't really go back though with fireflies and look at that. I like to go with the Rev app. I think it's just more detailed in sense of fireflies and it's more handy because it's an app on your phone. I don't think Fireies has an app.

Speaker 1 ([12:05](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=725.02)):

Great. If

Speaker 3 ([12:06](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=726.1)):

I want to go searching on my emails, I have to go search on my emails for that meeting I had and then have to go look. And then I don't think Firefly also has the key points that Rev has either, because sometimes when I'm looking for something I have to search into a little Fireies app to pull up that audio and it just frustrates me. So the Rev app is much better.

Speaker 1 ([12:31](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=751.78)):

Yeah, that's good to know. And are you on a paid subscription for fireflies?

Speaker 3 ([12:37](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=757.6)):

Yes, I think my boss is, yeah.

Speaker 1 ([12:41](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=761.23)):

Great. So what do you do do with the Rev transcripts after you receive them?

Speaker 3 ([12:51](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=771.1)):

I copy and paste and then I'll just send it to my boss and say, this is the transcription of your video that you requested me to look up.

Speaker 1 ([13:02](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=782.29)):

And do you have any visibility into what he does with it after he receives

Speaker 3 ([13:06](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=786.46)):

It from you? Well usually he'll probably send it to, because I know he has other attorneys for that one specific project I did. He sent me a bunch of videos and then I had to send the transcription to him. And then I think he just forwarded to his other attorneys that needed to look at the videos also. And I don't think any of them had time to look, sit down and watch the all six or eight videos. So me sending the transcription was just, I guess he just forwarded to all of them, stuff like that.

Speaker 1 ([13:37](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=817.81)):

Yep. That's great. Are there other tools that you're using in tandem with Rev? I know you mentioned fireflies. Are there other pieces of software that you pair with Rev?

Speaker 3 ([13:51](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=831.88)):

No, I do not think so. I don't know if you would consider chat BGT or whatever it's called as one of the, I know he likes that though. Chat, GBT. And then other ones are just softwares. I don't know if you ever heard of Cleo Grow or Automator ai. I know he has those and a few new other ones, but the amount that he has is crazy and now he wants me to go back and cancel a bunch of 'em. So I'll be having to do that soon.

Speaker 1 ([14:29](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=869.14)):

And do you know, is Rev integrated with any of these other tools or are you manually taking the transcription and then uploading it into other tools?

Speaker 3 ([14:39](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=879.89)):

Yeah, I just usually just copy and paste it on my email and send it to him.

Speaker 1 ([14:49](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=889.48)):

Have you used Rev with chat GPT or is it just the attorney that's using it?

Speaker 3 ([14:54](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=894.2)):

I used chat GBT before, but I haven't used it with Rev.

Speaker 1 ([14:59](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=899.21)):

Okay, cool. But you know that he, he's using it with chat GPT?

Speaker 3 ([15:04](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=904.4)):

No, no, no, no. I don't think, think I'm the only one that uses Rev. He doesn't. I just use it for the firm.

Speaker 1 ([15:11](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=911.53)):

Understood.

Speaker 3 ([15:12](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=912.76)):

I don't think he uses it.

Speaker 1 ([15:14](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=914.46)):

Got it. Okay, very good. Thinking about Rev, are there any ways Revs features enhance your workflow? Obviously getting the base transcription you talked about. Are there other ways that you feel like it enhances your workflow?

Speaker 3 ([15:29](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=929.75)):

Oh yeah, much faster. I would've to be sitting down watching an hour video for each of the eight videos. So the fact that it can just transcribe it and not even five minutes is amazing. So it definitely saves me a lot of time with that aspect.

Speaker 1 ([15:48](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=948.11)):

That's great. Have you encountered any challenges or frustrations while using Rev?

Speaker 3 ([15:53](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=953.84)):

No. Well actually I just fixed it. I had no idea this was an option, but I did not, like my phone would always shut off when I was recording something

([16:03](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=963.83)):

Or even if I got a call. That's another thing when I get a call when I'm transcribing something, it would stop. That's the only thing I probably can get frustrated. I don't know if there's a feature where you can turn it off, but I know that if your phone turns off, I just fix it in the app. Before we got on the meeting actually I was trying to mess with the app and it says prevent auto lock. The only thing is just the phone calls for some reason, every time I get a phone call it stops the recording.

Speaker 1 ([16:31](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=991.49)):

And are you using Rev exclusively on your phone or do you ever use the desktop browser version?

Speaker 3 ([16:38](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=998.93)):

No, I usually use on my phone and whatever I need to record would be on my desktop browser.

Speaker 1 ([16:45](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1005.29)):

Yep. Great. So are there specific features or functionalities you would like to see added to Rev or improved?

Speaker 3 ([16:58](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1018.07)):

No, I would like the thing about the phone call though, if there's a

Speaker 1 ([17:03](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1023.32)):

Way interrupts you.

Speaker 3 ([17:04](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1024.52)):

Yeah. And then it stops the whole thing. I was very, my fiance was blowing up my phone, I was like, you keep messing up my transcription thing, please stop calling me.

Speaker 1 ([17:17](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1037.89)):

Okay, got it Noted. I just have a couple more questions before we wrap it up. So we've talked a little bit about this, but I'd love for you to tell me a little bit more. What role does AI play in your day-to-day work?

Speaker 3 ([17:30](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1050.08)):

Oh, every day. Pretty much ai, AI has come a really long way. The social media posts stuff with Lincoln, Instagram, Facebook, any newspaper stuff I'm just having, he wants me to do and I go on to chat. BT and I just tell me what to write for a caption and a post and all that. It's awesome. It saves me a lot of time with that. And I'm actually looking at app again and I can see, I can connect my, so Rev is in a sense of a firefly, so you can bring it to your meetings to record. Okay. I didn't know that. I just really use it to add, I go to the little plus sign, then I press, I can either upload a video or record. That's what I usually do, but I did not know it was like a fireflies and could connect to my meetings. I might have to try that out.

Speaker 1 ([18:38](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1118.4)):

How do you learn about about different AI tools?

Speaker 3 ([18:44](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1124.91)):

So the girl who worked with Todd, she was actually, she's now let go though. She was actually telling me all about ai chap, bt, DBT and all that. And that was the software that she used and she was training me on all that and I should have been known that a long time ago.

Speaker 1 ([19:08](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1148.19)):

That's great. And then for a tool like Rev, how do you learn about all the features that could be helpful to you to use? Where do you go or how do you learn those things?

Speaker 3 ([19:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1162.8)):

Usually Todd always comes up with the most random things for ai. So then I have to learn their software and their tools and then turns out he doesn't want anymore. But usually he always comes up. And then sometimes too, I'll Google nice software for attorneys or state planning or AI tools to help with his specific type of legal practice and I'll come across a few of 'em and some of 'em he sticks with. But like I said, he's getting annoyed with fireflies because they never go to any of our meetings, even though all of our settings are right. So I might have to mention to him about this Rev calendar and see if he wants to test that out.

Speaker 1 ([20:17](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1217.55)):

That's great. What are your thoughts on just more generally on using AI in your work going forward?

Speaker 3 ([20:28](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1228.11)):

Oh, I plan on using it all the time. It definitely gives me more ideas of a sense of, like I said, what captions to write because I'll tell it give me a 30 day plan for captions and stuff like that. And it's just very, it makes your life a lot easier for sure because you don't have to sit there and come up with something all the time and then you can go on Instagram or Facebook and schedule it so you don't have to worry about missing a post or anything like that.

Speaker 1 ([21:02](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1262.26)):

Yep, that's great. So Rev is really interested in how they can strengthen their offering to better serve the legal industry. What could Rev do to better serve and appeal to firms like yours?

Speaker 3 ([21:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1282.51)):

Really? I'm not quite sure about that question. I think that it's amazing itself. Like I said, I'm going to have to talk to my boss. I really didn't know that. You can bring that to meetings to record and transcribe. So I'm going to have to talk to him today. I actually have a meeting with him at 1230 and I'm going to have to bring that up.

Speaker 1 ([21:47](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1307.17)):

So you really appreciate the, it sounds like you appreciate the meeting invitation teacher.

Speaker 3 ([21:54](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1314.52)):

Yes. Because he is getting very frustrated with fireflies and that's important to have in Casey has to go back and listen to something for that was something he spoke with about a client that he didn't write down. So I know he counts on fireflies to record his meeting and highlight the key points and tasks and such like that. So I know that's important to him to have an AI transcription to all of his meetings and fireflies, I don't know why, but they never, I have to go manually put it in every single time, which is frustrating.

Speaker 1 ([22:33](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1353.58)):

Yep. So homestretch here, if you were the CEO of Rev, what would you change to better serve a company like yours?

Speaker 3 ([22:51](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1371.28)):

At least good questions. I mean, I really need to go more into research of the app. I just really kind of go on to help it record for me. I definitely can get back with you about that question.

Speaker 2 ([23:09](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1389.97)):

That's great.

Speaker 3 ([23:11](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1391.26)):

You appeal to more to law firms and such like that. Like I said, I mainly use it for me personally to help myself send him the transcriptions to help save my time. But like I said, I'll definitely, I can get back to you by that question.

Speaker 1 ([23:31](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1411.63)):

Okay, that's great. Then last question, is there anything else that you'd like to share about your experience with Rev that we didn't cover?

Speaker 3 ([23:40](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1420)):

No, I just really appreciate and the app itself, it's definitely saved me a lot of stress.

Speaker 1 ([23:49](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1429.07)):

That's

Speaker 3 ([23:49](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1429.28)):

Great to hear time, like I said. So it's a great app. I love it.

Speaker 1 ([23:52](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1432.43)):

Excellent. Well Victoria time just flew by. Those are all of my questions. Really. Thank you for participating. So next steps within the next day you're going to receive an email from our partner, tremendous. They're going to email you with payment details and then we'll take all the information from today's interview and we'll put in a report for Rev. So I really appreciate your time. Awesome.

Speaker 3 ([24:16](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1456.13)):

And I can just email you, I think I have your email like Nick something.

Speaker 1 ([24:22](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1462.19)):

Yeah, nick@buriedwins.com. Yeah, if you have any other

Speaker 3 ([24:24](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1464.53)):

Comments I'll get back with you about the law firm questions.

Speaker 1 ([24:28](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1468.19)):

Yeah, we'd appreciate that.

Speaker 3 ([24:29](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1469.72)):

Yeah, no problem.

Speaker 1 ([24:31](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1471.43)):

Alright, great Victoria, appreciate your time. You have a great day

Speaker 3 ([24:34](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1474.22)):

Too. Thank you so much.

Speaker 1 ([24:35](https://www.rev.com/app/transcript/Njg1OWM3NWM1MTEzOTVkYjU5ZjBiNTVha1FtV2FVYW9JRGg2/o/VEMwNTIxMjM5OTEw?ts=1475.42)):

Take care. Bye now.