Speaker 1 ([00:40](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=40.67)):

Hi, Daniela.

Speaker 2 ([00:42](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=42.06)):

Hi.

Speaker 1 ([00:42](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=42.96)):

I'm so sorry. The 45 minute meeting sometimes mess me up and I was running late, so, so sorry.

Speaker 3 ([00:50](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=50.34)):

You're good.

Speaker 1 ([00:52](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=52.32)):

It's terrible of me. I appreciate you. We don't have to take the full time, but I am eager to talk to you. Okay. The next 15. So I'm Drew Joe Vanoli. I'm the embarrassed owner of Varied Winds talking to you, but I'd love to learn about your experiences using Rev for the next 18 minutes, if that's okay with you.

Speaker 3 ([01:13](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=73.38)):

Yeah, it's been good. I work at a law firm, so I know that we use it a lot for transcripts on videos and stuff to use it to court. So that's been a lot better to use and it's been more cost efficient because instead of charging our clients our billable hours of us doing it and taking hours, we use Rev and it's a lot more cost efficient and just more efficient in general because then we could use our time doing other matters and tasks.

Speaker 1 ([01:50](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=110.22)):

What types of recordings are you using it for? Is it body cam footage, is it discovery interviews you're doing with the clients?

Speaker 3 ([01:57](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=117.48)):

Yeah, so it's body cam footage and kind of just iPhone recorded videos on someone's phone of a conversation.

Speaker 1 ([02:06](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=126.9)):

Got it. Do you mind giving a little context on your law firm? How many lawyers, how much support staff?

Speaker 3 ([02:13](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=133.5)):

Yeah, so I work at a family law firm in Pasadena. I would say total, it's like 25 of US attorneys, paralegals, legal support staff. There is five paralegals and 10 attorneys, and I think 20 total five legal staff. So I guess 20 of us together.

Speaker 1 ([02:43](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=163.83)):

Got it. And what was the first use? What triggered it? Were you using another tool before? Were you doing it all in-house?

Speaker 3 ([02:55](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=175.44)):

Before? We were doing it all and it was just very time consuming and so we started looking at other outlets. I know that we tried to use chat GBT and that wasn't as, it didn't really work. So then my supervisors and the legal staff were looking at other routes.

Speaker 1 ([03:20](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=200.41)):

Yeah. Got it. And what is your role there?

Speaker 3 ([03:24](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=204.82)):

I'm a paralegal.

Speaker 1 ([03:25](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=205.87)):

Yep. Got it. Did you look at any other tools or how did you find out about Rev?

Speaker 3 ([03:36](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=216.34)):

Yeah, we looked into chat, GBT, and then we asked, I think we tried looking into Adobe to see if Adobe has its capabilities and Microsoft, but no, I know that one of our staff members, like I guess on a Google search, rev.com came on and then we decided to try it and it was just very cost efficient and pretty accurate because what we do is that we will listen to the recordings and then we'll read the transcripts to just make sure that it's fully accurate.

Speaker 1 ([04:13](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=253.75)):

And are you

Speaker 3 ([04:13](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=253.94)):

Using, it's been successful,

Speaker 1 ([04:15](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=255.64)):

Just the AI or have you tested any of the human capability?

Speaker 3 ([04:20](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=260.59)):

No, we use the human capability. We order for a person to do the transcripts.

Speaker 2 ([04:26](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=266.69)):

Yeah.

Speaker 3 ([04:28](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=268.3)):

But when we get the transcripts backed, we'll sit down and we'll listen to the recordings and then kind of make sure that it matches correctly just to double check, I guess.

Speaker 1 ([04:41](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=281.53)):

Makes sense. I'm going to launch a little poll that'll show up on your phone. Let me know if it's difficult or not, but it's just a criteria list of what you think's important in a transcription service. So there's speed, cost, accuracy, security, ease of use, and specific features. If you could just rank them in importance one to six.

Speaker 2 ([05:41](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=341.7)):

Okay, I just submitted it.

Speaker 1 ([05:44](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=344.23)):

Got it. Thank you so much. Got cost accuracy, then. Speed. Great. Who at your firm is using Rev? Is it all the paralegals, is it everybody?

Speaker 3 ([06:06](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=366.44)):

I would say that it's mostly the paralegals.

Speaker 1 ([06:10](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=370.25)):

Great. And what do you do with the transcript after you get them back? Do you download them as Word docs and move them to some Dropbox or how does that world work?

Speaker 3 ([06:19](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=379.37)):

So we download them and then I'll copy the entire transcript and I'll paste it onto pleading paper on Word. And then what I'll do is I'll change, so you know when you do get the transcripts, it's speaker one, speaker two, while I'm listening to the video again and making sure that it's accurate on the transcript, I'll change speaker one to the person's name who's talking. And that's kind of the process.

Speaker 1 ([06:54](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=414.23)):

Just so you know, if you go into Rev before you download it, you can change the speaker's names and it'll adjust them for the whole transcript.

Speaker 3 ([07:02](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=422.12)):

Oh, that's nice. Okay. I didn't know that. Okay, that's good to know.

Speaker 1 ([07:07](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=427.73)):

Sure. So hopefully that makes your life a little easier. What other tools does the company use things I'm thinking of anything from things like Dropbox, but to Westlaw or to a case management tool.

Speaker 3 ([07:23](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=443.78)):

So we use Dropbox. We also use just files on desktop, like folders. And we use, it's called Carrot. It's a legal software. It used to be called Zola, but I know that they changed it to Carrot. So that's our legal software that we do our billing and just everything is kind of stems from that. And then we also use Teams and Outlook as our emails.

Speaker 1 ([07:59](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=479.84)):

Yeah, that makes sense. Do you use any AI functionality today?

Speaker 3 ([08:07](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=487.1)):

Today?

Speaker 1 ([08:08](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=488.78)):

Do any of the tools you do use for your job use ai? Yeah,

Speaker 3 ([08:15](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=495.68)):

I would say no, they don't use ai, but our software, I don't know if this is ai, but I know that our software Carrot will have document templates that you click on your client's matter number and it pops up through dashboard. And if you go on documents, you can merge a document template to fit your client's data and then it'll highlight what sections you need to change to cater it to the specific motion or putting that you're doing. So we use that a lot probably every day.

Speaker 1 ([08:59](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=539.1)):

Got it. Very cool. Have you ever tested out the AI features within Rev?

Speaker 3 ([09:08](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=548.4)):

I have not.

Speaker 1 ([09:09](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=549.69)):

Cool. Where Rev wants to really lean into the law use case and they're trying to figure out what would be even more useful to help you do your job. Is there anything you can think of that would make your life easier besides speaker labels to make it easier to use, to make it faster to use, to be more specific to law?

Speaker 3 ([09:38](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=578.79)):

Well, yeah, aside from the speaker thing, I didn't know that feature. That's really helpful. I think that kind of making it a little bit easier to use visually. Sometimes I feel like Rev just looks a little bit cluttered, so it's kind of, I guess making it, I guess easier to use on the eye, more simple, that would be helpful. And if it's able to move towards using it for law and stuff, I guess accuracy would be really the most important. And being up to date with case laws and stuff like that.

Speaker 1 ([10:25](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=625.11)):

Have you had any frustrations or challenges with Rev?

Speaker 3 ([10:32](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=632.61)):

No, I would say that they've, it's been pretty pleasant, honestly. They've given it back to us really fast. I don't think I've had any complaints. I guess CA complaint was a speaker stuff, but then since I'm able to change it, that's not even a complaint.

Speaker 1 ([10:53](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=653.01)):

Good. Let me look at the next questions. I'm curious about how you're using it today. How much are you using it today? Is it 10% of the cases that come through 50%? And what would change or where do you think it will go in the next three to six months and what would Rev have to do to help it be used more?

Speaker 3 ([11:28](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=688.02)):

Since we used it a lot for transcripts, I definitely feel like it's a case by case basis. I, we had this one case where we had trial coming up and there was three hours of just body cam police officer videos and it was a lot of video footage that our clients, our client submitted us. And there'll be other times where we'll have clients where it's one of the parents is secretly recording an argument that they're having with their ex and they'll submit that and that's probably 30 seconds or 15 seconds. So I guess it varies, but definitely when we have cases kind of going more towards trials and hearings and stuff, the weekly lead up to it, probably be using it a lot more.

Speaker 1 ([12:28](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=748.48)):

Sure. Once the thing that Revs thinking about is how to create a legal specific package, like a pricing package. And so things that have come to mind for them are things like different security that like privacy, hipaa, SOC two compliance, like secured around the files. I'd love to know what comes to mind for you if you were to help Rev say, here's what we need in a legal package that's more than just a transcript. It could be some guaranteed turnaround time or it could be a dedicated legal specialist who does the transcriptions. I don't know what comes to mind for you that would be, Hey, this is what we want a legal package.

Speaker 3 ([13:20](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=800.23)):

Yeah, I mean the hip button, the security data is important, but I feel like since my firm has their own files data filing system, I don't think that we would use it specifically with our client's information and stuff. But I definitely think that it would be really helpful to be able to kind of use it, utilize it to be able to research in a quick time. I feel like we usually, Westlaw and Lexi, there's a lot you could search it up and there's just a lot of different stuff and it's sometimes it's overwhelming and we just want a specific answer with stuff to back it up. And it would be nice to have a service where we could just type in a legal question and be able to get a concise, accurate, oh, this is this reason because of these cases.

Speaker 1 ([14:30](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=870.31)):

How about related to body cam footage? Is there anything about the multiple speakers or maybe even multiple languages sometimes that they could create a specific kind of tool and package around for use? With Body cam?

Speaker 3 ([14:44](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=884.53)):

Yeah, I guess having used Rev with different languages, are they able to transcribe different languages?

Speaker 1 ([14:56](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=896.57)):

They can do different languages. What I think they're working on is the challenge of when one video has two languages at the same time.

Speaker 3 ([15:03](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=903.44)):

Exactly. Yeah.

Speaker 1 ([15:04](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=904.52)):

Yeah. So that's something they're working on because hearing a lot of clients with body cam footage have multiple languages in that body cam you transcribe. Would you find that useful?

Speaker 3 ([15:15](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=915.17)):

Yeah. We had this one case where there was a body cam footage and they were talking to this couple and the grandma was there and she was speaking in Armenian and it just said, oh, speaking in Armenian, it didn't really help with getting what she was saying. So I guess that would help a lot if they're able to differentiate the different languages in one video.

Speaker 1 ([15:45](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=945.11)):

Yeah. Do you have any feedback on Rev that I haven't asked about that would be useful for them to know and to learn?

Speaker 3 ([15:57](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=957.98)):

I think that, yeah, the language being able to differentiate different languages would be really helpful. And yeah, I guess making it more, also more of a research tool would be really helpful. That's accurate and reliant.

Speaker 1 ([16:19](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=979.49)):

Daniella, thank you for your time today. I'm sorry we have the chance to talk.

Speaker 3 ([16:23](https://www.rev.com/app/transcript/Njg1OWMxYzc1MTEzOTVkYjU5ZjA1NWQ0QXhTN3lUUjZCS3FH/o/VEMwMjk3OTEyNzYw?ts=983.87)):

Bye. Awesome. Okay, bye.