Speaker 1 ([03:36](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=216.61)):

Please hold while I try to connect you.

Speaker 2 ([03:47](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=227.7)):

This is how can I help you today? Hi, I'm calling to speak with Jenny Oberg. We had a meeting at 10 30.

Speaker 1 ([03:55](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=235.78)):

Yeah, hold on. And I can get you transferred. You'll be well taken care of.

Speaker 2 ([03:59](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=239.44)):

Thank

Speaker 3 ([03:59](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=239.59)):

You.

Speaker 1 ([04:35](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=275.35)):

Thank you for holding. It's Jenny.

Speaker 2 ([04:37](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=277.27)):

Hi Jenny, this is Drew Jovan. Nice to meet you.

Speaker 4 ([04:40](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=280.67)):

Hey, nice to meet you. I'm so sorry. I don't know if you got my text if you receive texts on that line, but my computer a freeze right when I clicked the link to Zoom, so I apologize. I've been struggling to get it working.

Speaker 2 ([04:56](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=296.47)):

Oh, no problem at all. Yeah, I see your fireflies entered but you didn't fully make it. Yeah, you, yeah. Do you want to give it another couple minutes and see if it works or do you want to just switch to phone?

Speaker 4 ([05:11](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=311.92)):

Whatever's best for you. I wasn't sure if you needed it to be Zoom or not, but

Speaker 2 ([05:17](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=317.32)):

Fine. It doesn't have to be, a call can always work, but it is always nice to speak to someone face to face. So what I would say is if you feel like given another minute or two, could we get it? If not, our call is just fine.

Speaker 4 ([05:35](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=335.08)):

Okay. It looks like it's still struggling. I don't know what is happening, but Oh, I think it is connecting. I dunno.

Speaker 3 ([05:45](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=345.68)):

I see

Speaker 4 ([05:46](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=346.27)):

On end. Hang.

Speaker 1 ([07:41](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=461.38)):

Please hold while I try to connect you. Welcome to vt, this is Fianna, how can I help you?

Speaker 2 ([07:50](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=470.87)):

Hi Gianna. Could you connect me back with Jenny please?

Speaker 1 ([07:54](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=474.62)):

Yeah, absolutely.

Speaker 2 ([07:55](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=475.4)):

Thanks.

Speaker 1 ([08:18](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=498.91)):

Hey

Speaker 4 ([08:19](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=499.13)):

You, sorry about

Speaker 1 ([08:20](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=500.22)):

That.

Speaker 2 ([08:20](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=500.75)):

No problem. Let's just switch to as soon

Speaker 4 ([08:23](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=503.33)):

As we hung up, it was like Zoom has unexpectedly crashed.

Speaker 2 ([08:28](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=508.97)):

All good. We can just do days. Yeah, we'll do it on the phone if that works for you.

Speaker 4 ([08:34](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=514.43)):

Yep, that's great.

Speaker 2 ([08:35](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=515.66)):

Alright, cool. Well my name is Drew Driven. Nice to meet you.

Speaker 4 ([08:41](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=521.03)):

It's nice to meet you too.

Speaker 2 ([08:42](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=522.86)):

The context for the call is that I run a research company and Rev is one of my clients and they hired me to learn from people who use the software, how to improve it, how to better serve them by understanding what's worked for them, just their goals, their process. And so with your permission, we'll talk for about the next 20 minutes and I'll lead you through a series of questions and we'll record the audio so I can use it as a transcript alongside the other 20 plus calls we're doing.

Speaker 1 ([09:13](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=553.2)):

Okay, that sounds good.

Speaker 2 ([09:14](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=554.94)):

Thanks. Well, let's just get started. I want to confirm some things. So I have in your notes that you are atman and teal baum pc van law.com. Is that accurate?

Speaker 3 ([09:29](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=569.34)):

Yes.

Speaker 2 ([09:30](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=570.06)):

Great. And the title I have for you is executive director. Is that accurate?

Speaker 1 ([09:39](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=579.48)):

Yes, it's

Speaker 2 ([09:40](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=580.23)):

Great. Do you mind just starting by introducing to me what that role means at your company and what you're responsible for?

Speaker 4 ([09:48](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=588.84)):

Sure. So we are a family law firm, so we handle family law and probate. In my role specifically, I help oversee the non-legal side of the team, the admin team, and help run operations where a team of around 25 to 30 give or take. And so we've grown substantially. And so my role kind of covers a lot of things just given the size of our company. So I oversee the sales team and handle HR and implement new software and kind of do whatever is needed. So it varies quite a bit day to day, week to week.

Speaker 2 ([10:42](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=642.33)):

So there's a ton on your plate.

Speaker 4 ([10:45](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=645.66)):

Yes.

Speaker 2 ([10:46](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=646.62)):

How many people are at your firm?

Speaker 4 ([10:49](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=649.86)):

So right now we're at about 25, but we're looking to hire, so we typically are more in the 30 range. We're just kind of low right now.

Speaker 2 ([10:58](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=658.68)):

And what's the split of legal professionals versus legal support?

Speaker 4 ([11:08](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=668.67)):

So the legal team is a little over half of our staff and then we have a sales team, a billing team, and then a couple on the admin side.

Speaker 2 ([11:21](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=681.93)):

Okay, great. Let's talk about Rev. When did you start using Rev?

Speaker 4 ([11:29](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=689.64)):

It was a couple of years ago that we started using Rev. It was super helpful to us to have a way to transcribe phone calls when it started, when we had an attorney leave our firm and we realized they a bunch of information that we needed and so we record all of our phone calls and so we pulled a bunch of those calls and have them transcribed so that we can pass that information along to the remaining legal team and any new attorneys so that they would be caught up on the cases and not have to have clients relay information that they already have relayed. So that was sort of how it started. It was a lot quicker for us to have those calls transcribed and allow somebody to just read through them rather than having to sit down and listen to an entire phone call. So that's sort of where it started. And that's primarily our use for Rev is for that sort of a thing where we're looking to share information with the team so that a client doesn't have to repeat themselves.

Speaker 2 ([12:54](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=774.7)):

And are these calls about, are they essentially sales calls? Are they intake calls for actual use of evidence? What's the gamut of things that are used?

Speaker 4 ([13:08](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=788.62)):

So they're client calls, so it's after somebody has hired us, they've met with an attorney or maybe they've talked to a paralegal and they've relay information regarding their case to that person. So it's all after they have hired us. And sometimes it's evidence, sometimes it's just conversational type stuff and we want to know what did the attorney advise the person to do or not do or just sort of what was discussed in that phone call.

Speaker 2 ([13:44](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=824.17)):

Got it. And were you involved in choosing Rev? Did you look at any other options?

Speaker 4 ([13:55](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=835.35)):

I was involved in it, but it was years ago now, so I honestly don't remember. If we had looked at other options, it seemed like the best option. It seemed really easy to use and it was a good price and all of that. So I don't remember us really feeling like we needed to shop around much beyond that.

Speaker 2 ([14:20](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=860.02)):

Yeah, that makes sense.

Speaker 1 ([14:24](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=864.43)):

Let

Speaker 2 ([14:24](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=864.94)):

Me,

Speaker 4 ([14:25](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=865.36)):

It fit our needs.

Speaker 2 ([14:27](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=867.94)):

Great. I'm going to ask you a few survey questions if you don't mind about criteria. Okay.

([14:36](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=876.34)):

So we're going to try to order these. It might be a little harder over the phone, but there's six different criteria and it includes speed, cost, accuracy, and then data security, ease of use and features. And so the goal here, and I can help walk you through it again, but if we were to rank what was most important to you as you look at Rev use today, what you value the most, how would you order that? So speed, cost, accuracy, security, ease of use and features and just I can tell you as many times as you need. So

Speaker 4 ([15:14](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=914.93)):

For us the most important thing was speed and ease of use. And then I would say cost definitely ranks up there. Security is always something that we're concerned about just given the nature of our business. I'm trying to remember your other options, but I think that was four of the six, right?

Speaker 2 ([15:36](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=936.05)):

Yeah, speed, cost, accuracy, security, ease of use and features.

Speaker 4 ([15:42](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=942.53)):

Okay. So I would say accuracy would be next after security and then features would be last.

Speaker 2 ([15:54](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=954.23)):

Got it. Okay, great, thank you. Now, is there any specific use of Rev that is geared towards legal that's important to you or wish it had even certain formatting or a way that you need to use the data the way that it's stored? Anything coming to mind that it's legal specific that they should know about or even think to improve?

Speaker 4 ([16:27](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=987.32)):

Not necessarily in the sense of formatting, but we use a case management system called Clio. So one thing I could think of is if it integrates with Clio so that when you transcribe something it just automatically is added to the client file, that would be helpful.

Speaker 2 ([16:51](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1011.83)):

Got it.

Speaker 4 ([16:52](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1012.76)):

So I don't know if you guys do integration, but that could be something we love integrating, whatever we can just to make things as streamlined as possible and remove human error if possible.

Speaker 2 ([17:06](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1026.14)):

Yeah, totally. I mean, could you walk me through any of the other integrations you have outside of Rev? Any other tools besides and including Clio?

Speaker 4 ([17:18](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1038.7)):

Clio integrates with quite a few things. We have it integrated with Dropbox, that's how we store all of our files, and so we have it connected to that. We use Google for our email and calendar. It's connected to those. I know it has an ability to connect with other things as well, but we haven't quite explored yet. And then we also have it connected to our CRM for potential new clients, which is Matics. So we like to have things kind of flow as much as possible.

Speaker 2 ([18:04](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1084.98)):

Yeah, you said Matic?

Speaker 4 ([18:08](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1088.37)):

Yeah.

Speaker 2 ([18:09](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1089.07)):

What does that tool do for

Speaker 4 ([18:11](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1091.1)):

You? It's a legal specific client, potential new client management system. So it houses all of the information of potential new clients and then once they become a client, it moves that information over to our case management system. Cle.

Speaker 2 ([18:28](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1108.78)):

Yeah, that makes sense. Do any of these tools, and even within Rev, do you use any AI tools or functionality?

Speaker 4 ([18:42](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1122.24)):

Not really. I know that our phone system has our phone systems, RingCentral. I know they have an AI capability to kind of take notes on phone calls, but we haven't really used that quite yet. I think it's a new feature.

Speaker 2 ([19:01](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1141.11)):

Yeah. And is it for any specific reason? Is it bandwidth? Is it concerns about security or trust?

Speaker 4 ([19:13](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1153.44)):

It's more of an accuracy thing. I've heard from the team that it doesn't always recognize different callers, so the notes get confusing when it gives you notes, but it's not clear who's saying what.

Speaker 2 ([19:33](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1173.06)):

Got it. And when there's multiple callers, what's the legal scenario in which that's the case? Is it just an example as we talked to other legal professions where there's a body cam, right? So there's different people talking and that would be one example. In your use case, what would be a multi-speaker scenario?

Speaker 4 ([19:57](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1197.24)):

Typically there's only two speakers, but in our world when we have somebody call the front desk and then that call is transferred to somebody else, the original person that answered the phone is not on the call anymore, but it doesn't seem like the phone company recognizes that there's a handoff, if that makes sense. So it just gets confusing because it says speaker one, speaker two, and you just can't tell who's who. I guess I haven't done it personally, I've just heard from the team that was the complaint.

Speaker 2 ([20:38](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1238.58)):

Yeah, that's useful. Now, when you get the transcript back from rep with these calls, what do you do with it? Does it go to a Word doc and then it goes to a lawyer who reviews it? Can you walk me through the flow? Once the transcript is completed, what happens next?

Speaker 4 ([20:56](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1256.67)):

So once it's completed, we send it to the legal team. A legal team consists of an attorney, a paralegal, and a legal assistant. The legal assistant saves it to the client file and in Dropbox, and then the attorney reviews it from there.

Speaker 2 ([21:17](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1277.11)):

And is it used, is it submitted to any court ever or shared with anybody else or is it for internal use only?

Speaker 4 ([21:27](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1287.79)):

Typically it's just internal use. I can't think of an occasion that it's been used in court.

Speaker 2 ([21:33](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1293.73)):

Got it. And so it's used for by the lawyer and review or the whole legal team, you said paralegal, legal assistant lawyer in that case when it's saved in Dropbox or

Speaker 4 ([21:50](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1310.79)):

It saved as a Word,

Speaker 2 ([21:52](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1312.28)):

Word

Speaker 4 ([21:52](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1312.81)):

Document in Dropbox, it's saved as a Word document in Dropbox.

Speaker 2 ([21:56](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1316.26)):

Got it. It's all he mentioned. Just to confirm, it's all kind of manually reviewed. There's no searching done with any sort of other tool that looks through all the documents or no AI used, correct?

Speaker 3 ([22:15](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1335.31)):

Correct.

Speaker 2 ([22:16](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1336.15)):

Cool. Who on your team manages the Rev process of the call comes in, that's recorded then? Is it uploaded automatically to Rev? Do you manually do it and then upload it to Dropbox on behalf of that legal team? How does that work?

Speaker 4 ([22:35](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1355.47)):

So usually I'm the one that would pull the calls since I'm an admin. The rest of the team doesn't have access to them, so I would pull the call, upload it to Rev, receive the transcript and send it to the team, and then they take it from there.

Speaker 2 ([22:50](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1370.53)):

Got it. So you shared the idea of an automatic upload afterwards would be really helpful for you, right?

Speaker 1 ([22:58](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1378.6)):

Yeah, yeah, I would.

Speaker 2 ([23:01](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1381.51)):

Are there any challenges or frustrations you face with Rev today?

Speaker 4 ([23:07](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1387.57)):

No, I don't think so. I know that it feels like the cost has gone up quite a bit since we first started, so it kind of limits what we would want to use it for because there's times where it's an hour long phone call or hour and a half, and so it makes it a little pricey to do it that way. So that would be the only thing that has been a challenge lately.

Speaker 2 ([23:34](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1414.99)):

Are you using it for just human transcription or have you tried AI transcription?

Speaker 4 ([23:41](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1421.11)):

We have not tried ai. We've only done human transcription

Speaker 2 ([23:45](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1425.92)):

And I bring it up just because it's a significant cost reduction for certain maybe longer files. What prevents you from using it? Is it a accuracy? I remember accuracy was actually maybe midway down the priorities. Doesn't mean that it wasn't important, but yeah. What stops you from using it? What would inspire you to use it in the future?

Speaker 4 ([24:12](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1452.89)):

Honestly, I didn't know it was an option, so I didn't see that there was a choice between the two, so I wouldn't say that we wouldn't use it. I just didn't know it was available. So once we try it, I would just need to see that it's pretty accurate and then we'd be happy to use it.

Speaker 2 ([24:36](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1476.47)):

Great. Well, yeah, I'm a third party independent, but I can tell you that they do have AI transcriptions. They're not as accurate, but they're pretty impressive. And there's both by the minute and just full subscription, $10 a month for 20 hours of AI transcription.

Speaker 1 ([25:01](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1501.07)):

Oh wow.

Speaker 2 ([25:01](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1501.97)):

That's

Speaker 1 ([25:02](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1502.69)):

Substantially less.

Speaker 2 ([25:03](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1503.77)):

Yeah, that could be useful for you. And I think some people use the human for things where the accuracy is critical and maybe we'll rerun things without, they didn't feel had the right accuracy. And oftentimes that's if it's a muffled speaking or far away and it's more challenging for the computer to pick up what the audio is saying. But yeah, I'm not here to tell you anything, just sharing the information.

Speaker 4 ([25:35](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1535.93)):

No, it's good to know. I didn't know that that was available, so that's helpful.

Speaker 2 ([25:41](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1541.03)):

Sure. One of my favorite questions, and we can wrap this up, is if you were in charge of Rev, it could be the head of product or CEO, what would you change to better serve a company like yours? Anything coming to mind that would be really helpful aside from the automated saving into your client folder?

Speaker 4 ([26:05](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1565.45)):

That's a good question. I feel like it works well. It's easy to use. So I would say since I didn't even know that they use AI now and that that brings down the cost, I would maybe promote that a little bit more or make it more obvious on the website just to know to allow people to have that option more visible. But yeah, other than adding some integrations, I think that would be the biggest thing for me is just connecting it to things so that it's not sort of a standalone, it would be more involved. I mean, if you connected with something like RingCentral where there was a button or something that when you're downloading the call, you could just send it to Rev, have it integrated with RingCentral to automatically make that transcription for you through Rev. That would be super helpful.

Speaker 2 ([27:14](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1634.16)):

That's a great one. So automatic RingCentral download and then automatic Rev transition into the right Dropbox file. You mentioned Clio and other legal tool. Are there any integrations there that you think would be useful or make sense that we didn't cover?

Speaker 4 ([27:36](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1656.48)):

Those are the programs that we use, though. Those would be super helpful to us. I'm sure there's plenty others that would, there's competitors for Clio, there's competitors for Matics, things like that. So any of those I'm sure would be helpful as well. But yeah, I think just kind of connecting it with as many things as possible, just kind of gets it out there, keeps it front and center so you remember to use it. Sure.

Speaker 2 ([28:06](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1686.16)):

Alright. Well Jenny, thank you so much for your time today.

Speaker 4 ([28:10](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1690.02)):

Sure, no problem at all. Sorry it was a rocky start, but I appreciate you getting me on the phone and handling it that way.

Speaker 2 ([28:19](https://www.rev.com/app/transcript/Njg1OWM2YzI1MTEzOTVkYjU5ZjBhZmI5NzNWTnRWX25UNkM5/o/VEMwNTAwMTQ4MTk1?ts=1699.56)):

Thing ask one thing before we go.