Speaker 1 ([00:35](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=35.13)):

Hi, Kelsey?

Speaker 2 ([00:37](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=37.38)):

Yeah, hi.

Speaker 1 ([00:39](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=39.54)):

Hi, how are you?

Speaker 3 ([00:43](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=43.29)):

I am good. How are you?

Speaker 1 ([00:45](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=45.75)):

Good. My name's Drew Oli. It's a pleasure to meet you this morning. Can you hear me all right? I just want to make sure audio is okay.

Speaker 3 ([00:57](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=57.33)):

Yes, I can. It was a little staticky at first. Now it's good.

Speaker 1 ([01:03](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=63.84)):

Okay, great. It is a little stacky on my end, but we just let each other know if we're having issues.

Speaker 2 ([01:11](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=71.34)):

Okay. Well,

Speaker 1 ([01:12](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=72.33)):

Yeah, I appreciate you coming. My name is Drew. I run a research company and Rev is one of my clients, and they have commissioned us for research to better serve their customers by holding these one-on-one interviews to hear about how you're using Rev. They're particularly interested in the law industry and in continuing to improve there. And so for the next 20 minutes, I'll ask you a set of questions about your goals and how you've used Rev and what you found good or frustrating. And with your permission, I'll record this conversation and use it internally only for Revs use. Is that okay?

Speaker 3 ([01:46](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=106.89)):

Yeah, absolutely.

Speaker 1 ([01:48](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=108.42)):

Okay, great. I'm going to go off video two and I just want to confirm some things to get started. You are Kelsey Whistler, is that correct?

Speaker 3 ([02:01](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=121.26)):

That is correct.

Speaker 1 ([02:02](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=122.91)):

Okay, great. And do you work at, I'm going to try to pronounce the name correctly, Anden Law Firm.

Speaker 3 ([02:14](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=134.88)):

You did a pretty good job and SN law firm? Yes.

Speaker 1 ([02:19](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=139.05)):

Great. Okay. And what is your role at the law firm?

Speaker 3 ([02:24](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=144.78)):

I am a paralegal.

Speaker 1 ([02:27](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=147.36)):

Perfect. And how many paralegals and attorneys, what does the whole staff of the firm look like?

Speaker 3 ([02:35](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=155.82)):

It was really small. When I started, there was three attorneys and one paralegal, and then when I started, there was two paralegals. We ran like that for about four years, and then we just got another paralegal and a legal secretary.

Speaker 1 ([03:03](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=183.07)):

Got it. Okay. And what prompted you to start using a tool like Rev?

Speaker 3 ([03:14](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=194.32)):

It was actually one of the attorney's ideas. I only dabbled in it a little bit and he was more focused on Rev. I don't know if Rev knows, but paralegals do all of the work, so sometimes the attorneys need a little help with their writing.

Speaker 1 ([03:43](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=223.15)):

I've gotten to know that as I've done this research. So one of the attorneys found it or decided it was needed. It was maybe passed. Do you know where they found it? Was it a referral, was it an event like a convention or someone else?

Speaker 3 ([03:59](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=239.5)):

I'm not even sure. I don't know if that was something that he got from maybe a Lexus NEX employee or person that works there because he usually calls, he didn't do the research in LexisNexis. He calls to say, Hey, can you find this case law? And it's honestly terrible, but I assumed that he may have gotten that from them or somebody else in our law community.

Speaker 1 ([04:36](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=276.67)):

Got it. And what is the specific use case you had for using Rev?

Speaker 3 ([04:49](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=289.24)):

So this one was to help assist with a response to a summary judgment, and I want to believe it was like a contract for summary judgment. Specifically. We have our stronger areas in law. Contracts is not my favorite by any means. So we've had a couple of personal injury summary judgements, which that was fine. We do a lot of personal injuries, but we don't do a lot of contracts, so we just kind of needed some assistance in that area.

Speaker 1 ([05:41](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=341.92)):

Got it. And so was it a audio file provided to you by someone else or was it used in some discovery?

Speaker 3 ([05:52](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=352.84)):

It was used. It was used more of, it was kind of, I guess for a deposition and discovery.

Speaker 1 ([06:11](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=371.21)):

Got it. I see that you have criminal law on here and some of the people I've interviewed have used Rev for body cam footage and more in the law. There's a lot more recordings. Have you just used it kind of in this one use case or have you used it in any other use cases? So far

Speaker 3 ([06:35](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=395.99)):

I've only used it in this one case I believed we were going to use it in other cases too, that just hasn't really come up necessarily, but it's really just so we can point out things that were said and it's a lot easier instead of trying to play it back on camera and to get a faster response time, I guess, with the recordings. Got

Speaker 1 ([07:13](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=433.22)):

It. I dunno if you can see it, but I was going to launch this poll after I asked the first question. Have you used other transcription tools before or how are you evaluating Rev to see if it's a good fit for you?

Speaker 3 ([07:31](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=451.01)):

We've used, I haven't used any other transcription sites like Rev. I've used actual transcriptionists, but sometimes it can be hard because they're busy and then the turnaround time isn't great, so that's what makes it more difficult.

Speaker 1 ([07:54](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=474.2)):

Got it. I don't know if you can see this,

Speaker 3 ([07:56](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=476.93)):

But I know that when we did do the, oh,

Speaker 1 ([08:05](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=485.41)):

Sorry. Yeah, I thought you were done. Am

Speaker 3 ([08:06](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=486.77)):

I still here?

Speaker 1 ([08:07](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=487.85)):

Yeah, I can hear you. I just launched a little survey. I don't know if you could still just,

Speaker 3 ([08:13](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=493.76)):

Oh, there we go. It just my volume hit. Sorry. No

Speaker 1 ([08:18](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=498.11)):

Problem.

Speaker 3 ([08:20](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=500.39)):

But yeah, it was definitely just a, they did a pretty good job from what I could tell anyway with that. So that was official for sure.

Speaker 1 ([08:39](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=519.02)):

Great. On screen, I launched a poll that has a little survey that has six criteria, which people will commonly evaluate a transcription tool. I'd love if you could rank them from one to six and what would be most important to you as you were considering? Should we use Rev more going forward?

Speaker 3 ([08:59](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=539.7)):

Okay. Is it just in the chat?

Speaker 1 ([09:07](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=547.05)):

It should have popped up. Let me end it and I can see if I can launch it again. Okay. It's just part of the Zoom.

Speaker 3 ([09:24](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=564.96)):

Ah, there it is. Okay,

Speaker 1 ([09:26](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=566.79)):

Great.

Speaker 2 ([10:07](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=607.32)):

Perfect.

Speaker 1 ([10:08](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=608.55)):

Thank you so much.

Speaker 2 ([10:10](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=610.29)):

Yeah,

Speaker 1 ([10:11](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=611.52)):

And in doing that, did that spark any thoughts on why perhaps you got accuracy and ease of use is the most important, and then cost as the last? Tell me why that is the case.

Speaker 3 ([10:29](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=629.28)):

I guess when you want things done, it doesn't really matter how much it's going to cost. If it does an effective job and it's accurate and everything else, then I don't know that money should necessarily matter.

Speaker 1 ([10:46](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=646.01)):

Sure. Are these costs that would be passed on to the client or

Speaker 3 ([10:51](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=651.75)):

Yes. I mean, we could work it out where it's kind of to the client and kind of not I guess, but where we're paying half and half. It kind of just depends on the immediate need and if they got it to us in time or not.

Speaker 1 ([11:13](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=673.29)):

Do you use the human transcription or the AI transcription?

Speaker 3 ([11:18](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=678.36)):

Did I what?

Speaker 1 ([11:19](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=679.48)):

Use the human transcription or the AI transcription?

Speaker 3 ([11:26](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=686.22)):

I think I did both actually.

Speaker 1 ([11:30](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=690.12)):

Okay, great. What do you suspect you might use Rev for going forward?

Speaker 3 ([11:39](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=699.21)):

I would probably still use it for discovery or videos or anything. Honestly, I was really impressed with with the timeframe and everything going forward.

Speaker 1 ([11:59](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=719.38)):

Got it. Has there anything that's been frustrating or challenging about using graph so far?

Speaker 3 ([12:08](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=728.62)):

I don't think so. I think it was pretty straightforward and they gave a turnaround for the time and that was really nice too.

Speaker 1 ([12:20](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=740.86)):

Yeah. Okay. What other tools do you guys use? You mentioned LexisNexis. Do you guys use anything like a case management tool, like a Clio or perhaps or Westlaw through Thomson Reuters? I'd love to hear any tools you guys are using.

Speaker 3 ([12:38](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=758.35)):

We do use Clio and LexisNexis, which is just like Westlaw, but a hundred times better.

Speaker 1 ([12:53](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=773.35)):

That's great. I have no skin in the game. Why is it a hundred times better?

Speaker 3 ([12:57](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=777.25)):

I think it's easier to navigate than Westlaw. I mean, I guess when I was in school I only used Lexus, so the first time I saw Westlaw I was like, I don't know what's going on in here.

Speaker 1 ([13:15](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=795.43)):

Got it. Any other tools that you use? And it doesn't have to be law related, but maybe a storage system like Dropbox or Box or any other thing you can think of to do your job?

Speaker 3 ([13:27](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=807.28)):

We actually just started using Dropbox from my request. It's just a lot easier and I think it's more efficient than using a flash drive, how we would issue out discoveries and download it all, scan it, and then send it on a flash drive when you can just constantly update it through Dropbox. And so that was something that was pretty important. And it turns out it's probably one of the more useful tools that we have.

Speaker 1 ([14:02](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=842.11)):

They're lucky to have you.

Speaker 3 ([14:03](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=843.82)):

Yeah, they Are

Speaker 1 ([14:09](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=849.52)):

There any features or functionalities you'd like to see added to Rev or improved?

Speaker 3 ([14:17](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=857.68)):

I can't think of any, honestly. I mean, I thought it was really, I don't want to say perfect, but I mean it worked out really well. It was easy to use. Like I said, the turnaround was good and even the AI compared to the actual person doing it was just as good. So

Speaker 1 ([14:44](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=884.41)):

Yeah. Can you share with me what package you used or what pricing you went with? Did you go with just pay by the minute or did you pick a subscription plan?

Speaker 3 ([14:58](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=898.97)):

I want to say I paid by the minute. It was just because I wasn't sure how often we would use it and whether it was something that we did want to continue using. So I think I just did the smallest plan available, so

Speaker 1 ([15:21](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=921.83)):

Sure. One thing rep's considering is a legal specific plan that's got extra privacy and security compliance. And I'm curious if that was available, would that be something that you would find useful and interesting?

Speaker 3 ([15:42](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=942.83)):

I think it would definitely be useful if we had more cases that were specific to needing those because a lot of depositions and stuff are already being accounted for, but we don't do a lot of interviews and stuff just at our office. I actually was in school to do transcription and I timed out, so I wasn't able to do it and I had 0.5% left. So that was unfortunate. But it is definitely nice to have an option like Rev to take care of that transcript, especially when you're busy and you don't have time. I mean, a lot of times it takes two to three weeks maybe, and that's the soonest with any other transcription.

Speaker 1 ([16:51](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1011.41)):

Yeah. Can you maybe just brainstorm with me a little bit, if Rev was to create a legal package, had enough workload to use it more regularly, besides the security compliance, what would you expect in there to make it useful and catered well to the legal industry?

Speaker 3 ([17:16](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1036.58)):

Definitely the turnaround time and the availability and the accuracy. Those are probably the three most important because you are just, you're trying to put in, it's easier, like I said, to see the words instead of replaying it over and over again. And so you want to make sure that what they said is what they said word for word, because sometimes that could make or break a case.

Speaker 1 ([17:56](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1076.73)):

Yeah, that's great. And you said turnaround time and availability, is that just ensuring that you have someone ready and dedicated for human transcription when you need it?

Speaker 3 ([18:09](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1089.66)):

I think so. And it's not to say, I think it's unrealistic to assume that one person is going to be available all the time for you, but if you had groups for, if you buy a package, let's say with Rev and it's 200 a month or whatever it is, then it would be almost a guaranteed turnaround time for, depending on how long it is, have a certain, if it's 15 minutes, we'll have it to you in less than 10 hours or something like that. Something that gives you an idea of what the turnaround time is, so you can either expedite it or have anything or just so you'll be able to know when and provide that timeline too for a brief or whatever you need it for.

Speaker 1 ([19:17](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1157.31)):

Is there maybe a law, I'm trying to continue brainstorming other things. Would it be valuable if that package had transcriptions to a kind of training in a law glossary too, so that they had more accuracy on specific legal terms as they're working through the case?

Speaker 3 ([19:41](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1181.73)):

I don't know if that would necessarily be beneficial or not to them. I mean, it might make more sense. It's just hard because sometimes with spellings and stuff, that's always difficult, and so I want to say that there was a spot where you could put in the names and stuff like that, but sometimes they just throw a wrench in there and you're kind of trying to figure out what's going on.

Speaker 1 ([20:15](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1215.45)):

Yeah. Okay. Great. That was helpful. The last few questions are around, do you use AI today in your work at all?

Speaker 3 ([20:32](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1232.88)):

I do not. I've just discovered how great chat GPT is, but I have not used it.

Speaker 2 ([20:41](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1241.85)):

Got it.

Speaker 3 ([20:42](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1242.75)):

And it's not because I'm not, don't want to believe. I think a strong writer, so I don't know that it's that helpful for me, and I don't want to, I guess, count on that to be like, it would be a good fallback if I'm struggling with something, but I don't want to use it regularly.

Speaker 1 ([21:05](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1265.47)):

Sure. I think personally, I think it's even more helpful for strong writers. They've got the intelligence and style to take a first draft from AI and then make it their own and really polished, and it might be good for a first draft, but who knows?

Speaker 3 ([21:27](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1287.67)):

Well, I mean, that's good to know though. I mean, I really haven't, like I said, messed around with it a whole bunch. I was just like, oh, this is neat.

Speaker 1 ([21:37](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1297.9)):

Yeah, it's unbelievable. Is very cool. Yeah. I have a fun question here, which is, if you were the CEO of Rev, what would you change to better serve a company like yours or to serve a role like yours? A paralegal.

Speaker 3 ([22:01](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1321.57)):

Let's see here. I would give them a gold star every day until doing a great job. It's hard to say, but I definitely would, like I said, provide that timeline because I think laws is literally on a timeline all the time, so I think it helps to have that type of information in regard to the timeline. So if I could provide a timeline for them and give them options to make their writing stronger, I probably would.

Speaker 1 ([22:53](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1373.86)):

Awesome. That's really great. I think I want to end with just asking about the paralegal community. Is there any place that you have in-person events, digital events, forums, slack communities? Do you engage with other paralegals in any way?

Speaker 3 ([23:16](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1396.69)):

I have a few. I'm friends with a few of the paralegals in town. I wouldn't say necessarily friends, but acquaintances. I think we all kind of get along all kind of in the same boat. I actually wish that there was more kind of events for paralegals specifically to go to. I mean, they have the continued legal education, but most of those are by Zoom and most of them are for attorneys. So yeah, definitely it would be nice to have the opportunity to have little meet and greets or things because sometimes it's nice to bounce ideas off of other paralegals that you might not know about. So.

Speaker 1 ([24:11](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1451.06)):

Awesome. Well, hey Kelsey, it was a pleasure to meet you today. Thank you for your time.

Speaker 3 ([24:15](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1455.68)):

Yeah, I appreciate it. Thank you.

Speaker 1 ([24:18](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1458.44)):

You'll receive an email with compensation for your time within 24 hours sometime is the payment gets on hold and it takes maybe an extra 12 hours, but you'll hear from us quickly and get compensated quickly.

Speaker 3 ([24:31](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1471.7)):

Okay. I appreciate that.

Speaker 1 ([24:33](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1473.53)):

Have a great day.

Speaker 3 ([24:34](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1474.49)):

You too. Thank you.

Speaker 1 ([24:35](https://www.rev.com/app/transcript/Njg1OWMwMDU1MTEzOTVkYjU5ZjA0ZWQ3Z1NtaGt5UmRLYmtC/o/VEMwMDcyMjA0Njg3?ts=1475.62)):

Bye.