Otto Transcription Service

# High-Level Overview: Features and Benefits

**What It Is:**  
This is an AI-powered transcription solution designed for Justice Canada. It securely turns audio or video files into accurate, editable text. Users upload their media through a secure interface, the system automatically transcribes the content using advanced AI, and legal staff can review and finalize the transcript. The tool also supports advanced analysis like summaries, translations, and Q&A, operates in the background with user notifications, and is built for seamless integration into the Otto platform.

**Features:**

* **Flexible Media Upload:** Users can submit audio or video files of any size, supporting diverse justice workflows.
* **Automated Transcription:** Uses Azure’s advanced speech-to-text engine for fast, accurate transcription, including speaker identification and support for both real-time and batch processing.
* **Human-in-the-Loop Editing:** Built-in tools allow legal staff to review, correct, and finalize transcripts, ensuring high accuracy and legal reliability.
* **Advanced Analysis:** Integrated modules provide summarization, translation, and Q&A on transcripts, supporting both official languages and future Indigenous language models.
* **Background Processing & Notifications:** Transcription runs in the background, so staff can keep working; users are notified (e.g., by email) when transcripts are ready.
* **Seamless Otto Integration:** Designed to plug directly into Justice Canada’s Otto platform, with secure data handling, departmental reporting, and support for existing workflows.
* **Security & Compliance:** All data remains in Canadian Azure data centres, supporting Protected B and government security requirements.
* **Seamless Client Billing:** Automatically tracks transcription usage by client or department and supports simplified, accurate cost recovery and invoicing, reducing manual effort and lost revenue.

**Benefits:**

* **Customizable and Scalable:** Can be tailored to Justice Canada’s unique needs, including integration with existing tools, workflows, and billing systems.
* **Multi-Lingual and Inclusive:** Supports English, French, and is future-ready for Indigenous languages, helping meet access to justice and reconciliation goals.
* **Cost-Effective:** Reduces manual transcription costs and administrative overhead compared to commercial tools or Microsoft Word, which have file limits, lack bulk processing, and pose challenges for cost recovery and data residency.
* **Secure and Compliant:** Unlike many commercial services that send data to foreign servers, this solution keeps all sensitive information within Canadian jurisdiction, reducing legal and privacy risks.
* **Improved Access and Efficiency:** Enables faster, more accurate document creation, helping legal teams and clients get results quickly and improving overall justice system efficiency.
* **Low AI Risk:** Human oversight is built-in, and the technology is used for assistance-not for making automated legal decisions-keeping Algorithmic Impact Assessment (AIA) risk low.
* **Streamlined Billing and Cost Recovery:** By integrating billing directly into the workflow, the system simplifies invoicing, reduces errors, and helps Justice Canada recover more costs from client departments, addressing a longstanding operational challenge.

This solution overcomes the limitations of tools like Microsoft Word and commercial transcription services, while providing scalable, secure, cost-effective, and billing-friendly transcription and analysis tailored for Justice Canada’s needs.

# Proof-of-Concept Screenshots

## Image 1: Human-in-the-loop for speaker identification

User can edit a name and choose between updating all instances or just the one instance. If the AI detected the speaker name incorrectly, the user can override each instance individually.

A screenshot of a computer

AI-generated content may be incorrect.

## Image 2: Human-in-the-loop for transcript accuracy

User can edit the transcript text to correct any mistakes that the AI assistant might have made in the automatic transcription process.

A person in a black robe

AI-generated content may be incorrect.

## Image 1: Clickable timestamps to skip to that part of the transcript

User can click timestamps and listen/watch the video or audio file at the selected time to validate whether the AI got the transcript and speaker correct.

A person in a black robe

AI-generated content may be incorrect.

## Image 4: Audio & video support

User can upload a wide variety of audio and video files. Video support is demonstrated in previous images.

A screenshot of a computer

AI-generated content may be incorrect.