

Lesson 02 Demo 16

Transcribing Audio Calls to Text

Objective: To generate a clean transcript using otter.ai

Tools required: Otter.ai

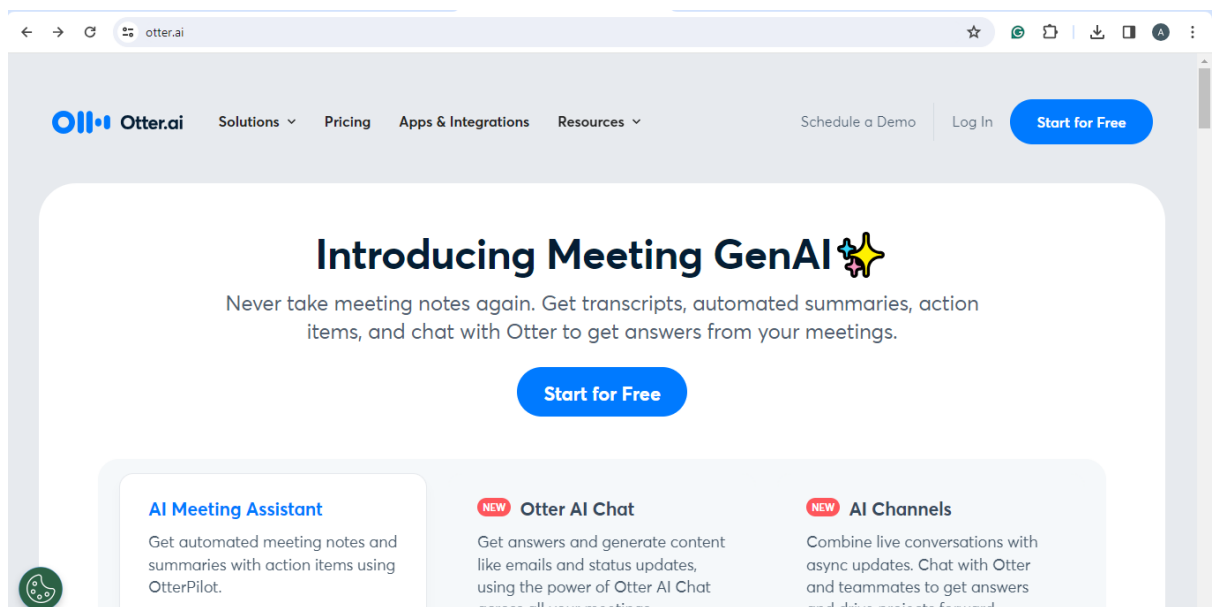
Prerequisites: None

Steps to be followed:

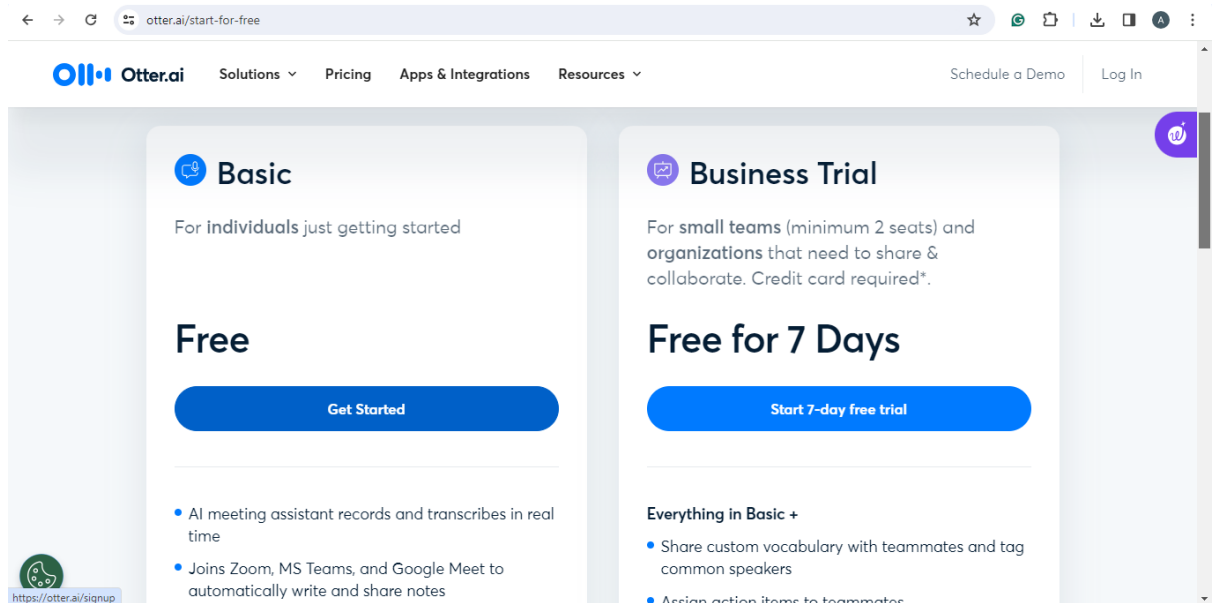
1. Log in to otter.ai and create an account
2. Generate the transcript

Step 1: Log in to otter.ai and create an account

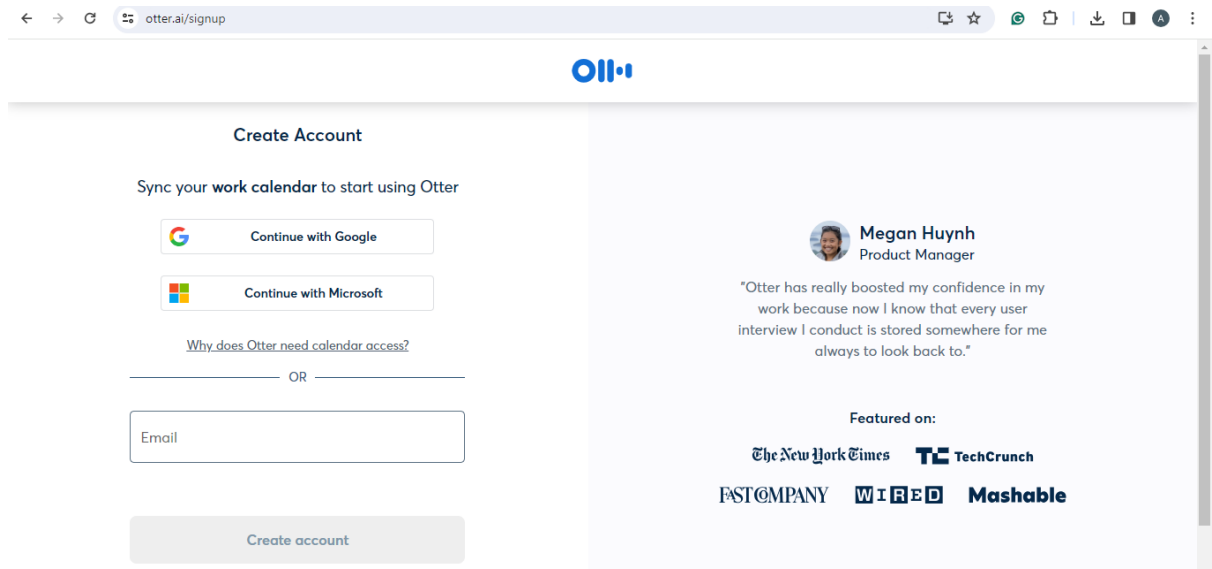
1.1 Go to otter.ai and click on **Start for Free**



1.2 Under **Basic**, click on **Get Started**



1.3 Enter **Email** or click on **Continue with Google**



1.4 Select the options as shown in the screenshot below:

Oll
STEP 1: CHOOSE MEETING RECORDING OPTIONS

Get automatic meeting notes

Which meetings do you want OtterPilot to record and summarize?

☒ Meetings on my calendar with a video conferencing link
Zoom, Google Meet, Microsoft Teams

☐ Only meetings I manually toggle

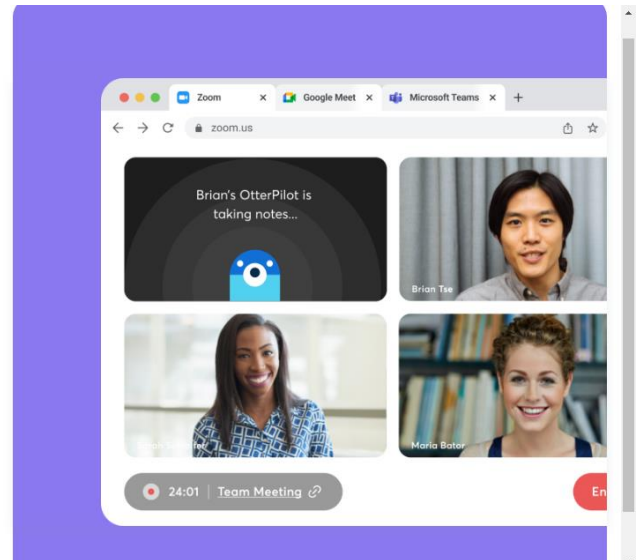
Who do you want to send meeting notes to?

☐ All meeting invitees

☐ Meeting invitees within @simplilearn.net

☒ Just me

[Continue](#)



The following dashboard will appear:

Oll Home [Paste meeting URL to record](#) [Record](#) [Import](#)

Getting Started
Learn the basics of using Otter in just a few minutes!

[Connect your calendar to organize your day](#) [Start](#)

[Record your first conversation](#)

Mar 2024 Today

SUN	MON	TUE	WED	THU	FRI	SAT
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

11:30-12:00 [Join meeting](#)

Weekly Sync [Share](#)

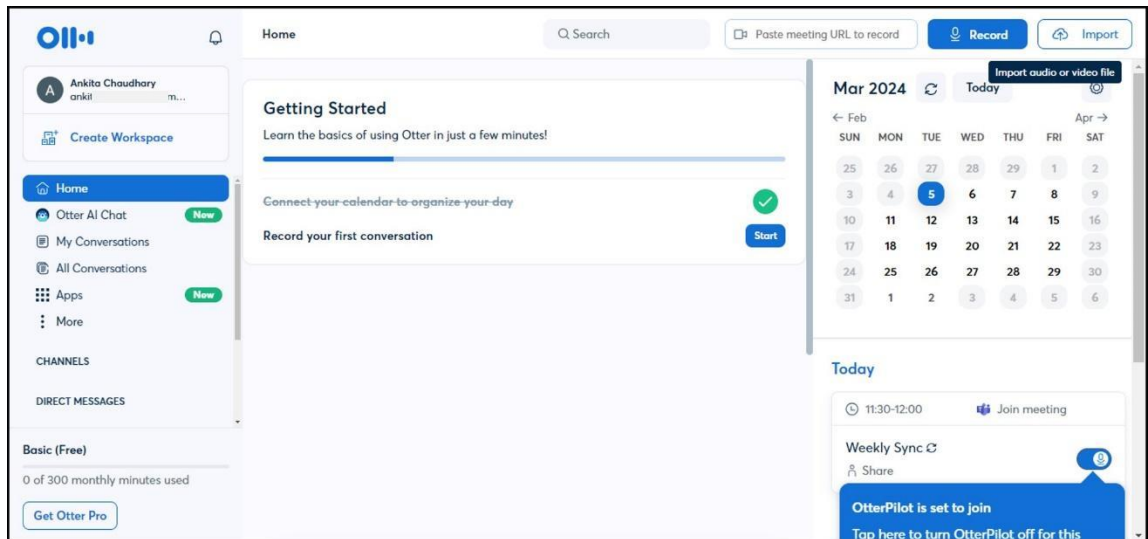
OtterPilot is set to join
[Tap here to turn OtterPilot off for this](#)

Step 2: Generate the transcript

2.1 Click on **Import** to import an audio file to transcribe it

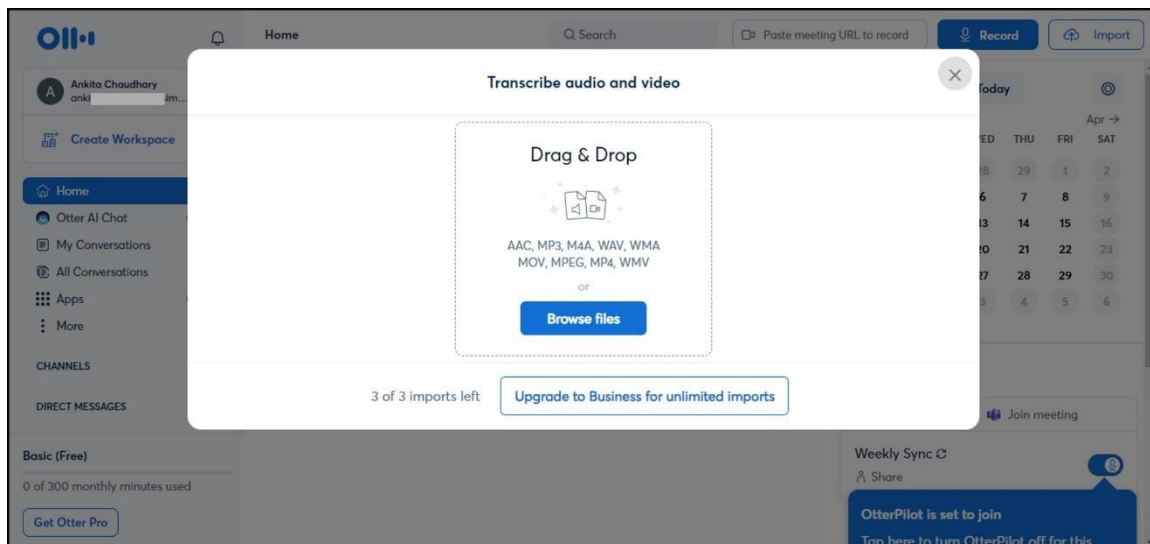
Note: In the free version, you will only get three imports.

Add a sample mp3: https://drive.google.com/file/d/1fd_oPtO5k_f2mHflsJiP3-lTyg-DFP5G/view?usp=sharing

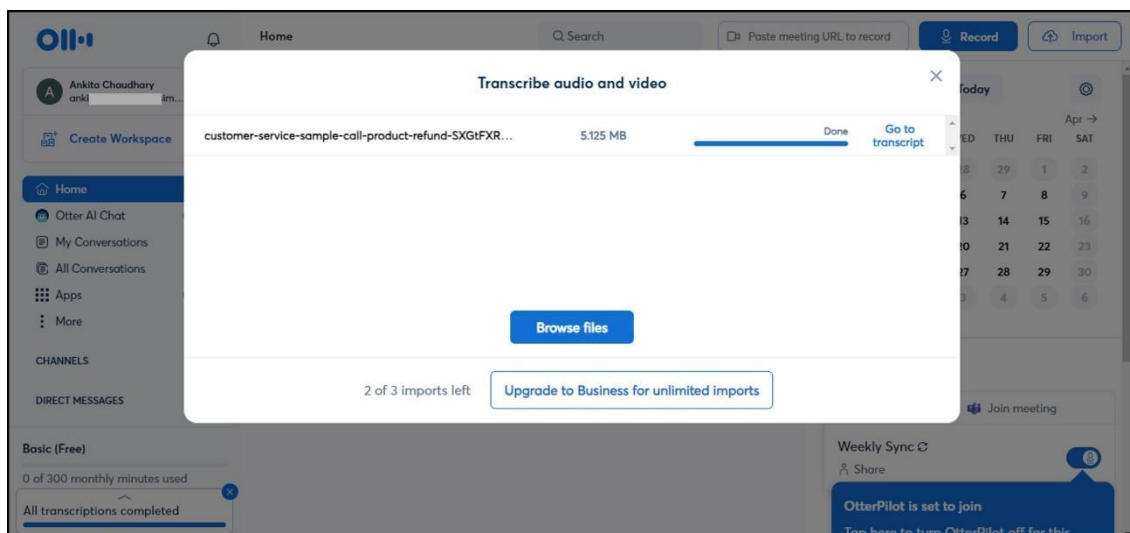


The tool will automatically join your online meetings if you have previously selected this option. Alternatively, when the window opens, you can upload your mp3 file. In this case, we will upload an mp3 of a customer service call for real-time transcription.

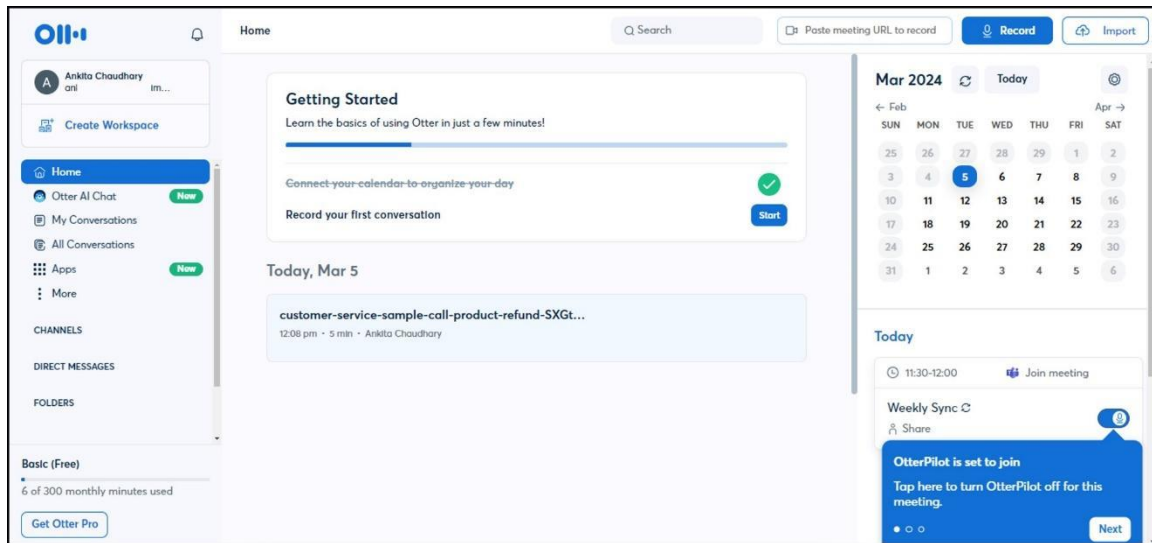
2.2 Now, click on **Browse files** to upload the mp3



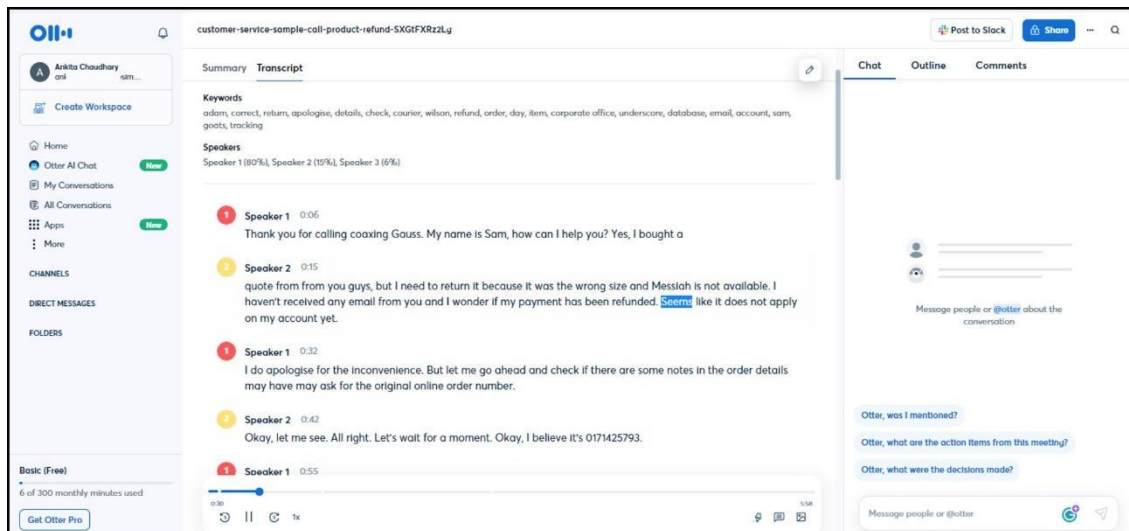
The following screenshot will appear:



2.3 Select the file and read the transcript



The tool offers a complete analysis of keywords and speaker identification as shown in the screenshot below:



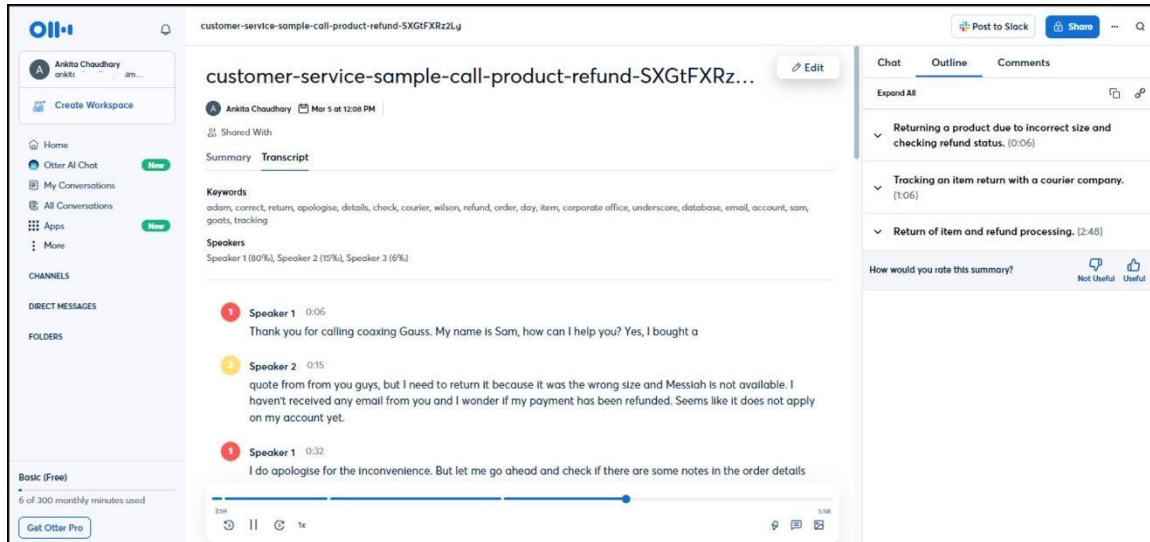
2.4 Click on **Summary** to read the entire details of the call

The screenshot shows the Otter.ai interface with a call summary. The left sidebar contains navigation options like Home, Otter AI Chat, My Conversations, All Conversations, Apps, and More. The main area displays the call title, a 'Summary' tab, and an 'Outline' section. The 'Outline' section lists key points from the call, such as 'Returning a product due to incorrect size and checking refund status', 'Tracking an item return with a courier company', and 'Return of item and refund processing'. A progress bar at the bottom indicates the call duration from 1:11 to 1:58. The right sidebar shows a 'Chat' tab with a search bar and a 'Comments' section.

2.5 You can also provide a prompt on the right side and ask questions about this call. Prompt: *Which points when spoken by customer care executives were empathetic?*

This screenshot shows the same Otter.ai interface as before, but with a chat prompt added to the right sidebar. The prompt is: "Which points when spoken by customer care executives were empathetic?". Below the prompt, the Otter AI chat response is displayed, listing several points of empathy from the call transcript, such as "Apologizing for the inconvenience when the customer's order details could not be found initially" and "Reassuring the customer that the refund processing time would only be 2-4 business days". The 'Chat' tab is active, and the 'Comments' section is visible below the chat messages.

2.6 Click on **Outline** to get the outline of the call



The screenshot displays the Otter.ai web interface. On the left is a sidebar with navigation options like Home, Otter AI Chat, My Conversations, and Channels. The main area shows a call transcript titled "customer-service-sample-call-product-refund-SXGtFXRzLg". The transcript includes a summary, keywords, and a list of speakers with their respective timestamps and text. A progress bar at the bottom indicates the call duration is 1:58. On the right, the "Outline" tab is active, showing a list of key points from the call, such as "Returning a product due to incorrect size and checking refund status" and "Tracking an item return with a courier company".

customer-service-sample-call-product-refund-SXGtFXRzLg

Post to Slack Share

customer-service-sample-call-product-refund-SXGtFXRzLg Edit

Ankita Chaudhary Mar 5 at 12:06 PM

Shared With

Summary Transcript

Keywords
adam, correct, return, apologise, details, check, courier, wilson, refund, order, day, item, corporate office, underscore, database, email, account, sam, goats, tracking

Speakers
Speaker 1 (80%), Speaker 2 (10%), Speaker 3 (6%)

Speaker 1 0:06
Thank you for calling coaxing Gauss. My name is Sam, how can I help you? Yes, I bought a

Speaker 2 0:15
quote from from you guys, but I need to return it because it was the wrong size and Messiah is not available. I haven't received any email from you and I wonder if my payment has been refunded. Seems like it does not apply on my account yet.

Speaker 1 0:32
I do apologise for the inconvenience. But let me go ahead and check if there are some notes in the order details

3:08 1:58

Chat Outline Comments

Expand All

Returning a product due to incorrect size and checking refund status. (0:06)

Tracking an item return with a courier company. (1:06)

Return of item and refund processing. (2:48)

How would you rate this summary?

Not Useful Useful

By following these steps, you have successfully transcribed audio calls to text using otter.ai.

