

# Lesson 04 Demo 15

## Transcribing Audio Calls to Text

**Objective:** To generate a clean transcript using otter.ai

**Tools required:** Otter.ai

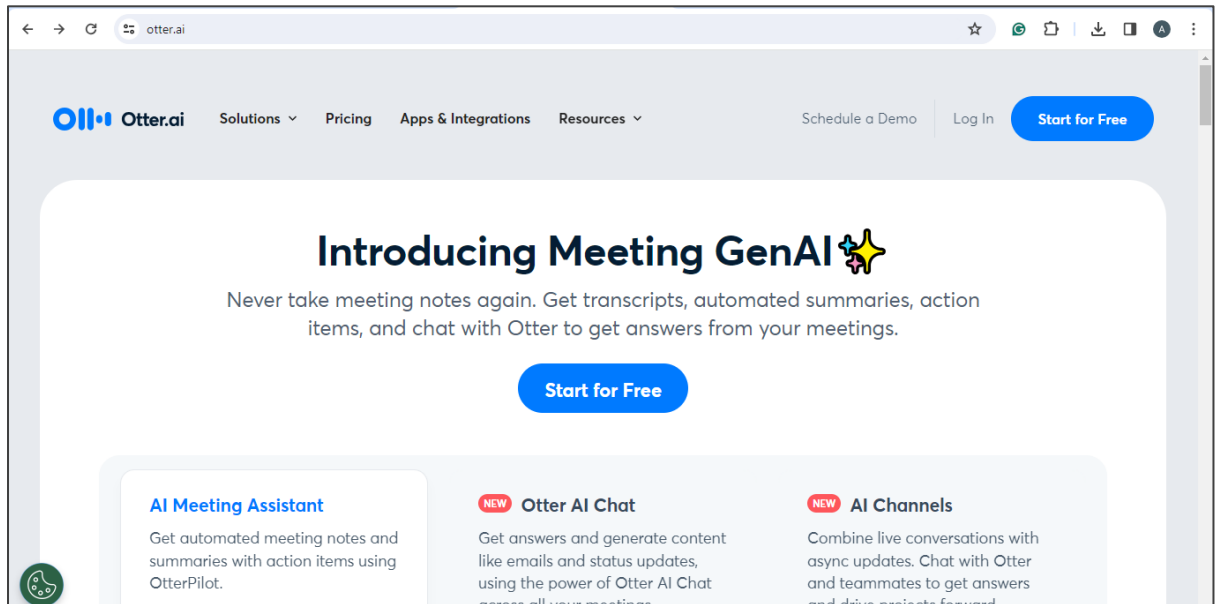
**Prerequisites:** None

**Steps to be followed:**

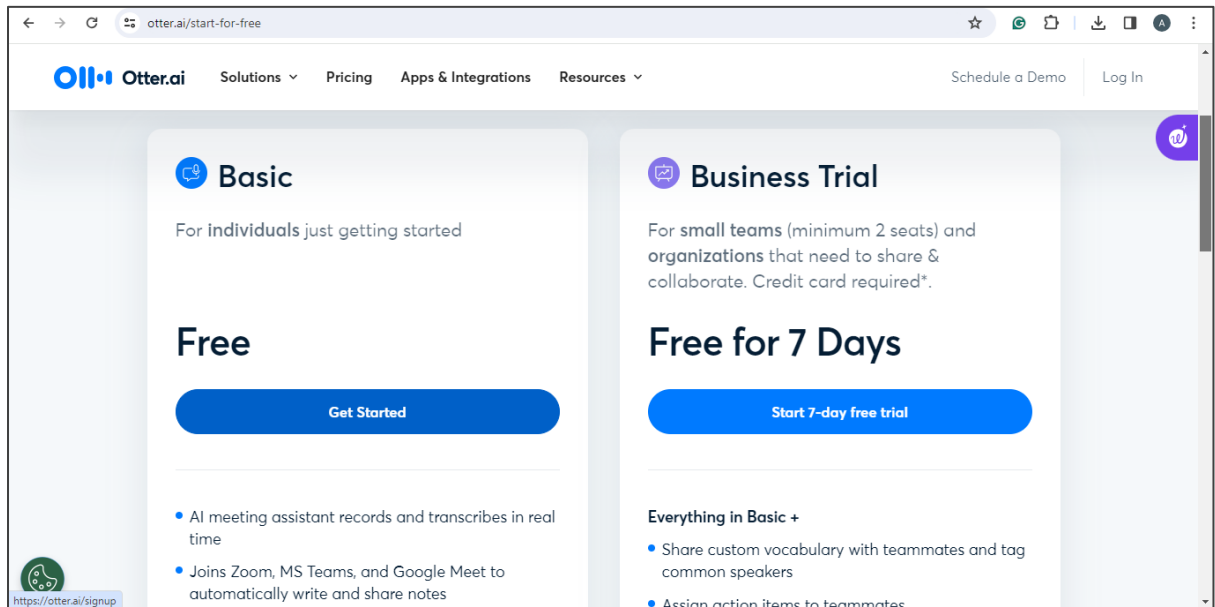
1. Log in to otter.ai and create an account
2. Generate the transcript

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

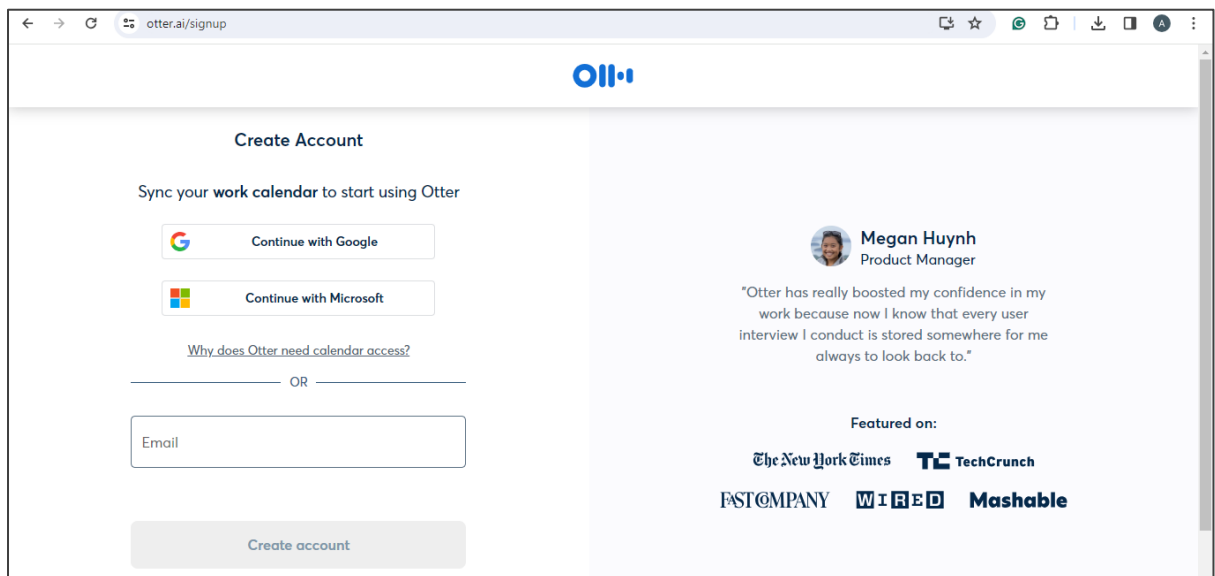
- 1.1 Go to otter.ai and click on **Start for Free**




## 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:



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

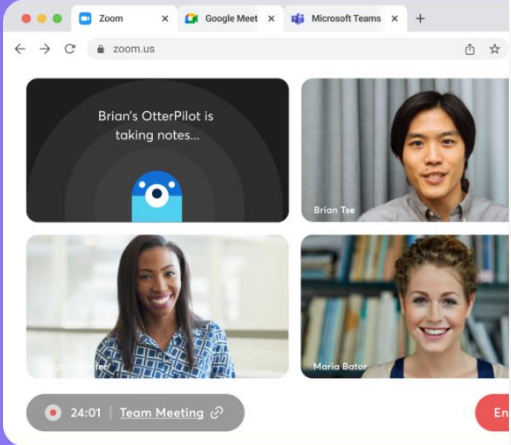
☐ Only meetings I manually toggle

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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:



Home

Q Search

☐ Paste meeting URL to record

[Record](#) [Import](#)

Ankita Chaudhary

ankit...

[Create Workspace](#)

- Home
- Otter AI Chat New
- My Conversations
- All Conversations
- Apps New
- More

CHANNELS

DIRECT MESSAGES

Basic (Free)

0 of 300 monthly minutes used

[Get Otter Pro](#)

### Getting Started

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

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Connect your calendar to organize your day ✓

Record your first conversation [Start](#)

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**

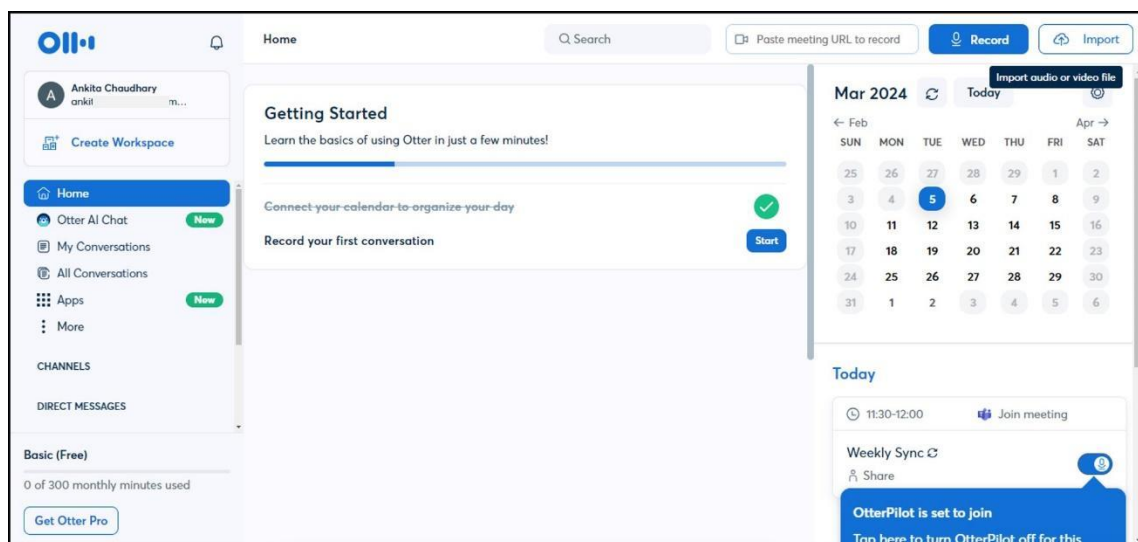
[Tap here to turn OtterPilot off for this](#)

## 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.

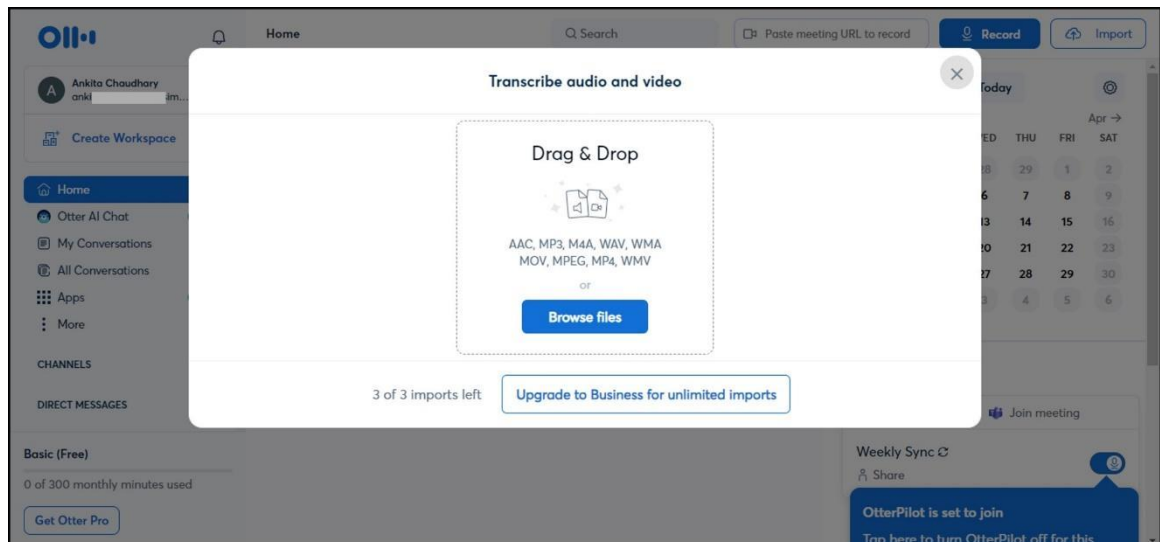
Add a sample mp3: [https://drive.google.com/file/d/1fd\\_oPtO5k\\_f2mHflsJiP3-lTyg-DFP5G/view?usp=sharing](https://drive.google.com/file/d/1fd_oPtO5k_f2mHflsJiP3-lTyg-DFP5G/view?usp=sharing)



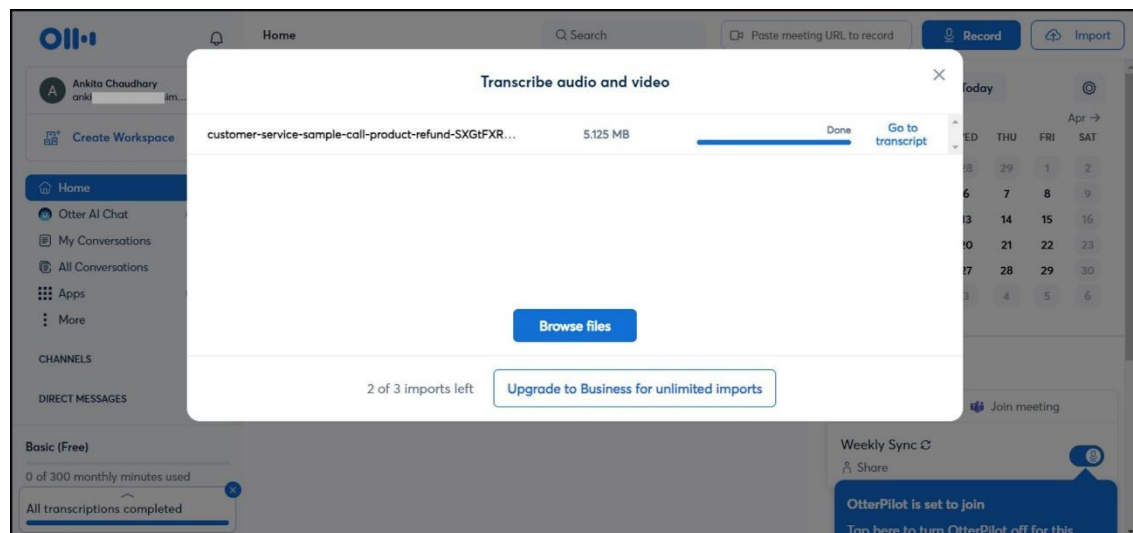
The tool will automatically join your online meetings if you have previously selected this option. Alternatively, when the window opens, you can upload your mp3 file. In this

case, we will upload an mp3 of a customer service call for real-time transcription.

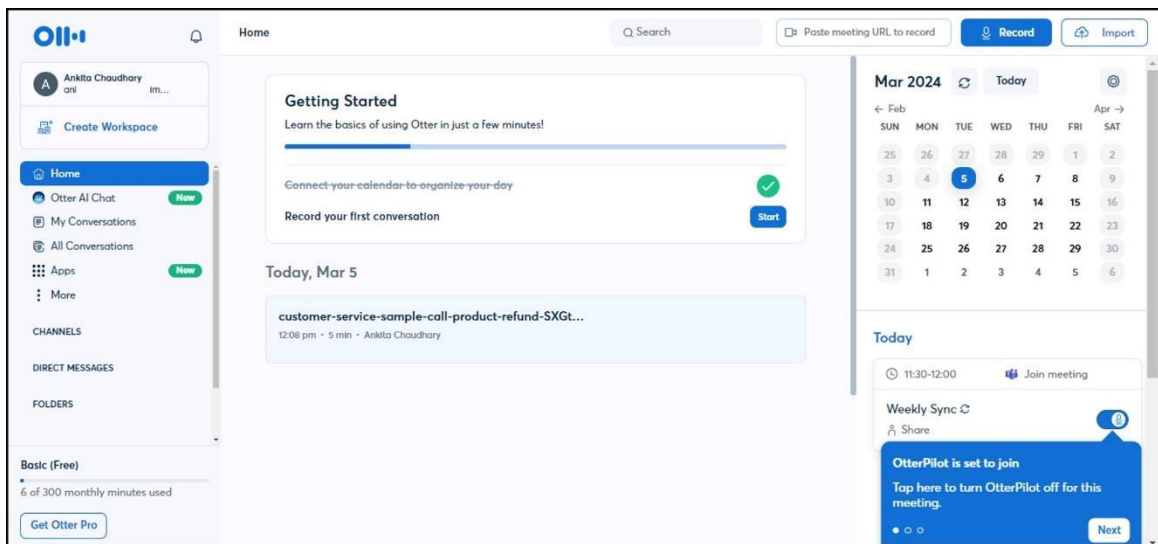
## 2.2 Now, click on **Browse files** to upload the mp3



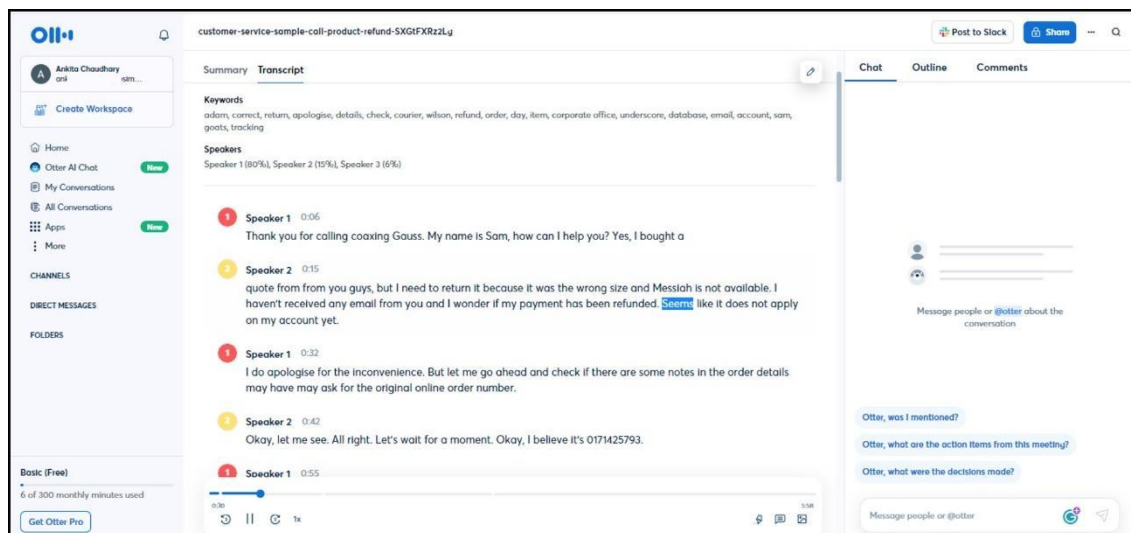
The following screenshot will appear:



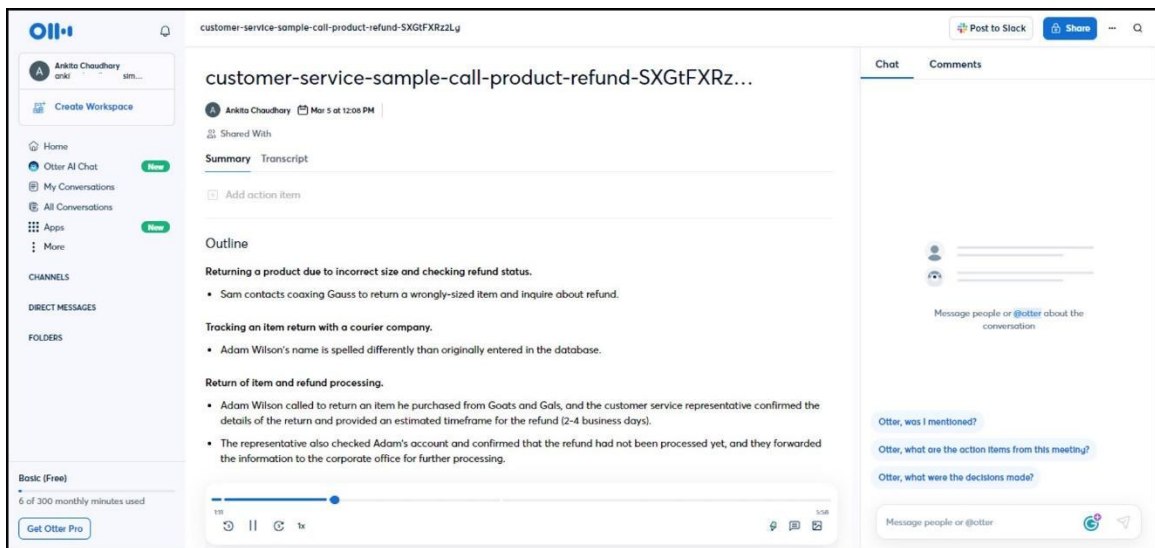
## 2.3 Select the file and read the transcript



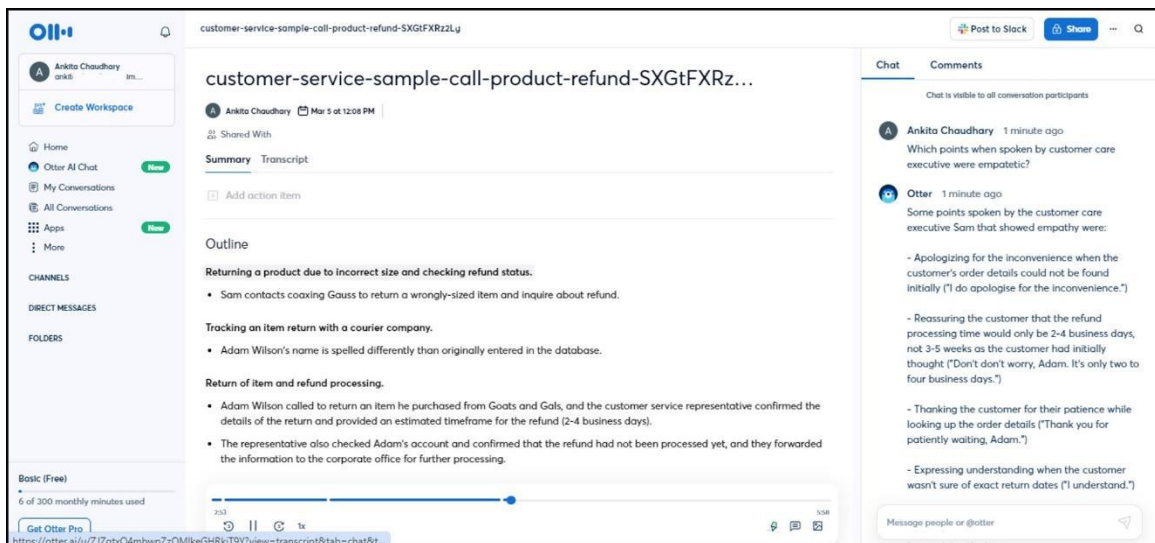
The tool offers a complete analysis of keywords and speaker identification as shown in the screenshot below:



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



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?*



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

The screenshot displays the Otter.ai web interface for a transcription session titled "customer-service-sample-call-product-refund-SXGtFXRzLj". The interface is divided into three main sections: a left sidebar, a central transcript area, and a right sidebar.

**Left Sidebar:** Contains the Otter.ai logo, a user profile for "Ankita Chaudhary", a "Create Workspace" button, and navigation links for Home, Otter AI Chat, My Conversations, All Conversations, Apps, and More. It also lists Channels, Direct Messages, and Folders. At the bottom, it shows a "Basic (Free)" plan with "6 of 300 monthly minutes used" and a "Get Otter Pro" button.

**Central Transcript Area:** Features a "Summary" and "Transcript" tab. The "Transcript" tab is active, showing a list of speakers and their corresponding text. The transcript includes three segments: Speaker 1 (0:06) saying "Thank you for calling coaxing Gauss. My name is Sam, how can I help you? Yes, I bought a", Speaker 2 (0:15) saying "quote from from you guys, but I need to return it because it was the wrong size and Messlah 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.", and Speaker 1 (0:32) saying "I do apologise for the inconvenience. But let me go ahead and check if there are some notes in the order details".

**Right Sidebar:** Contains a "Chat" tab, an "Outline" tab, and a "Comments" tab. The "Outline" tab is active, showing a list of key points from the transcript: "Returning a product due to incorrect size and checking refund status. (0:06)", "Tracking on item return with a courier company. (1:06)", and "Return of item and refund processing. (2:48)". Below the outline, there is a "How would you rate this summary?" section with "Not Useful" and "Useful" buttons.

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