**Lesson 03 Demo 04**

**Transcribing Audio Calls to Text**



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

A screenshot of a web page

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* 1. Under **Basic,** click on **Get Started**

Screens screenshot of a website

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* 1. Enter **Email** or click on **Continue with Google**

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1.4 Select the options as shown in the screenshot below:

A screenshot of a video chat

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The following dashboard will appear:

A screenshot of a computer

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**Step 2: Generate the transcript**

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



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

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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

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The following screenshot will appear:

A screenshot of a computer

Description automatically generated

2.3 Select the file and read the transcript

A screenshot of a chat

Description automatically generated

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

A screenshot of a computer

Description automatically generated

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

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Description automatically generated

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?*

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

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