

# Why ASAPP AutoTranscribe

“Good enough” is not good enough for CX transcription.

## The most accurate transcription

So you won't miss the key details showing you exactly what happened in every call

### 89%+ Accuracy

## The fastest transcription

Because real-time problem-solving requires real-time transcription

### 60ms Latency

If you are looking to:

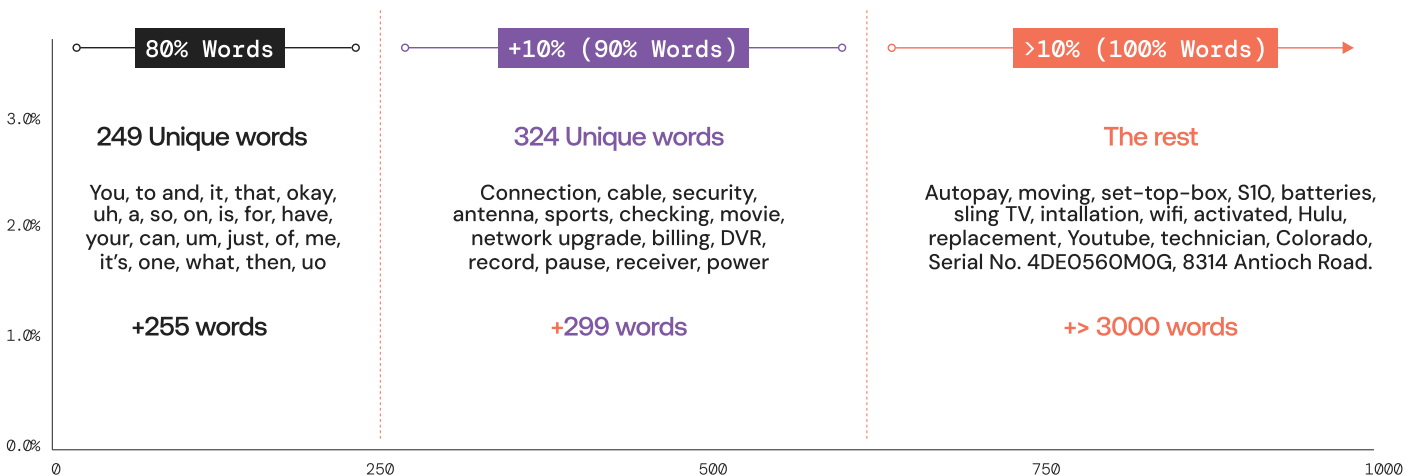
- Capture business intelligence from all of your customer interactions
- Augment your agent capabilities in both digital and voice channels
- Better understand and address agent effectiveness
- Lay the foundation for all future CX AI initiatives

Then you need the **right transcription solution** with no tradeoff between speed and accuracy. You need ASAPP AutoTranscribe.

## Industry-leading accuracy

Low-accuracy, high-latency transcription is holding back your contact center.

80% accuracy may sound like it is good enough. However, when 80% of the conversation is composed of simple words, it is the last 20% that holds the most critical, company-specific information you need to fill in the blanks.



# Why ASAPP AutoTranscribe

## Real-time transcription

Real-time problem-solving requires real-time transcription.

In a live call or chat scenario, speed is of the essence. ASAPP AutoTranscribe achieves remarkably low latency, enabling human and virtual agents to access transcribed content, swiftly enhancing their efficiency and, enabling real-time responses and information processing.



## Your CX future depends on having the right transcription solution.

To realize the value of CX AI technology, highly accurate, real-time transcription should be your first step. Otherwise, your agents, AI solutions, and bots won't have the information they need when they need it, and the benefits you may be expecting from generative AI solutions will be stunted.

If you have plans to evolve the effectiveness and efficiency of your CX organization, then only AutoTranscribe will do.



Deploy AutoTranscribe with a standard, flexible API integration

## About ASAPP

ASAPP is an artificial intelligence cloud provider committed to solving how enterprises and their customers engage. Inspired by large, complex, and data-rich problems, ASAPP creates state-of-the-art AI technology that covers all facets of the contact center. Leading businesses rely on ASAPP's AI Cloud applications and services to multiply agent productivity, operationalize real-time intelligence, and delight every customer.

To learn more about ASAPP innovations, visit [www.asapp.com](http://www.asapp.com).

**"We needed to find an agile, collaborative partner to help us engage with our customers in the channels where they want to interact with American Airlines. ASAPP is that partner, and we've seen customer engagement improve since launch."**

- Julie Rath, VP of Customer Experience and Reservations,



## Trusted by

