paperbot

Call Transcription & Translation

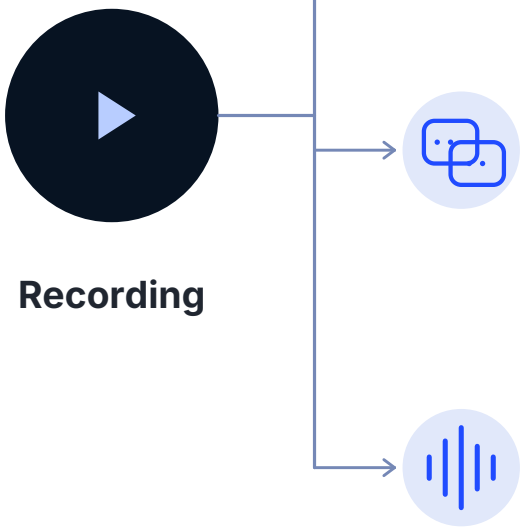
Recorded conversations.
More ways to understand.



Turn recordings into readable transcripts, translate those transcripts and translate the recorded audio itself. Bring the conversation into the language and format your team needs.

One recording.
Three ways to use it.

A recording can become a written record, a translated written record or translated audio. Paperbot brings these distinct capabilities together, with the required outputs and languages shaped around your team.



Transcription

Convert the recorded conversation into readable text in the supported source language.

Transcript translation

Translate the written transcript into a required target language for reading and review.

Recording translation

Translate the recorded audio itself, so the conversation can also be heard in a required target language.

Choose the output that suits the work: text to read, translated text to share understanding, or translated audio to listen to.

From spoken words to a written record.

Transcription turns recorded speech into readable text. It gives your team another way to revisit a conversation, understand its content and prepare for the next discussion.



Return to what was said

Use the written transcript to review the conversation at your own pace. It supports a closer reading of the questions raised, information shared and points your team needs to revisit.

Keep the recording in context

A transcript is a written representation of the recording. Refer to the source audio when tone, pronunciation or the surrounding conversation needs closer attention.

A transcript.
In another language.

Translate the written transcript into the language your team needs to read. This provides a text-based route to understanding a recorded conversation across languages.



Translate the written content

The source is the transcript; the output is translated text. This is useful when a colleague needs to read the conversation in a different language before reviewing it or preparing a response.

Choose the intended readership

Tell us which languages your team works in and who will use the translated text. The required language combinations are confirmed as part of the setup.

Hear the recording.
In another language.

Recording translation works with the audio itself. Alongside written outputs, your team can use a translated-audio version of the recorded conversation in a supported target language.



An audio output in its own right

Translated audio is separate from a translated transcript. Choose it when listening to the conversation in another language is more useful than reading the written version alone.

Shape the listening requirement

Share the recording language and the target language your team needs. We confirm the required audio-translation setup and language availability for your intended use.

Languages shaped around your team.

Your conversations may cross several languages. The service is configured around the source and target languages you require, with support confirmed for transcription, translated text and translated audio.



Start with the source language

Identify the languages used in your recordings. This gives us a clear starting point for the transcription and translation requirements, rather than treating every recording as the same request.

Define the target languages

Tell us which languages your colleagues or reviewers need. You can request multiple languages; the supported combinations and required outputs are agreed for your setup.

A clear route from recording to understanding.

Begin with the available recording, then define the output and languages that will make it useful. Each stage keeps the original conversation at the centre.



Start with the recording

Identify the recorded conversations your team needs to transcribe or translate.



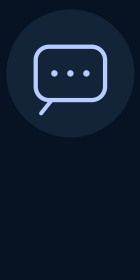
Choose the output and languages

Define whether you need transcription, translated text, translated audio or a combination.



Prepare the required versions

The recording is used to produce the agreed transcript and translation outputs.

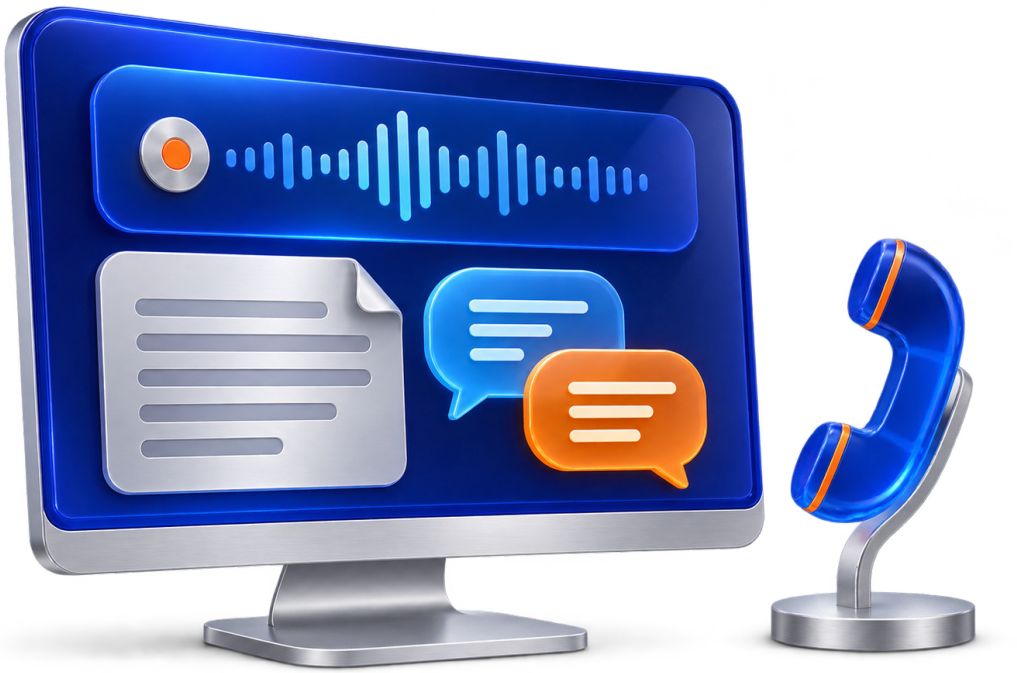


Review with the conversation in view

Use the relevant version to support understanding, then refer back to the recording where needed.

Connected to the way your team calls.

Call Transcription & Translation is available as an add-on to CRM Calling System and the standalone Calling Platform. It extends the value of recorded conversations beyond the call itself.



Within your calling environment

The add-on is shaped around the calling environment and the recordings available for the agreed setup. Your team can bring written and translated versions into its conversation-review workflow.

Clearer context for the next action

Use the transcript, translated text or translated audio to understand what was discussed before deciding how to follow up. The appropriate next step stays with the person responsible for the conversation.

Start with the recording. Shape the right setup.

The right setup starts with a clear brief: the recordings you have, the languages involved and the outputs your team needs. We use those requirements to define the service for your environment.



What your team brings

Share representative recordings, the source and target languages, the intended outputs and the calling environment involved. Explain how your team expects to use the results.

What we agree together

We confirm the supported language combinations, required outputs, recording access and integration arrangements for the engagement. Recording clarity and specialist terminology are considered when reviewing the requirements.

Bring clarity across languages.

One recorded conversation. Written transcripts, translated text and translated audio, shaped around the way your team needs to understand it.

Let's shape your language requirements

Tell us about your recordings, the languages you work in and whether your team needs written or audio outputs. We will review the requirements and define the right setup with you.

Connect with Paperbot

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