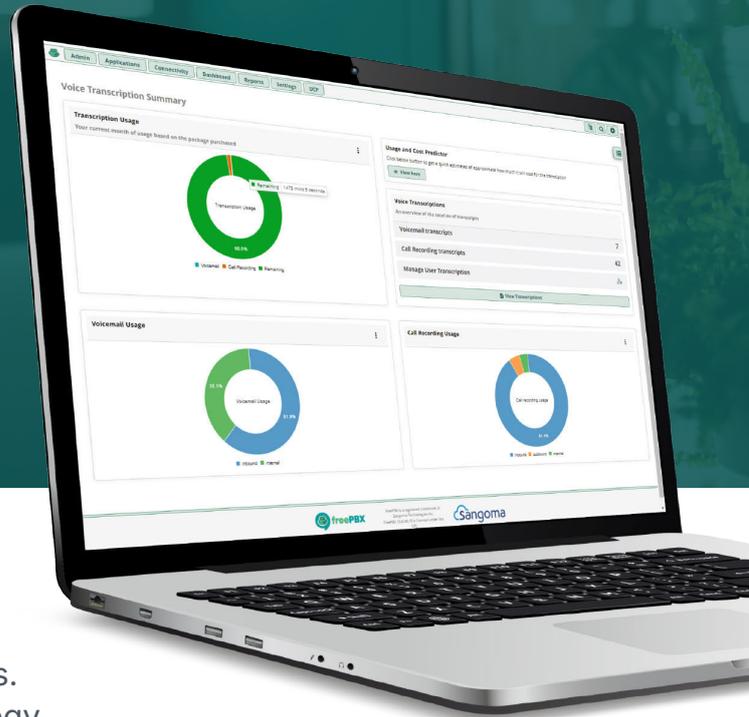# Scribe for FreePBX & PBXact

Advanced Transcription Services Module

Scribe is a commercial module for FreePBX and PBXact designed to enhance your communication capabilities through powerful transcription services. Harnessing advanced speech recognition technology, Scribe seamlessly integrates into your existing system, making it easier that ever to extract valuable insights from your audio files.

Voice Transcription Report
Here's an overview of the transcripts

Report Type	Period		Switch View
All Calls & Voicemails	2024-10-03 00:00:00 - 2024-10-03 23:59:59	Generate	Dashboard

Completed Transcription | Pending Transcriptions

Call From	Call To	Call Direction	Date and Time	Average Sentiment	Recording Type	Duration	Audio Transcription
999888777	3500	Inbound	2024-10-03 15:06:58	POSITIVE	callrecording	20 seconds	👁 ▶ ⬇

Showing 1 to 1 of 1 rows

Scribe Features

Speech-to-Text Transcription

Automatically transcribe all recorded calls and voicemails, providing written records of every interaction for easy reference.

Call Summarisation

Receive concise text summaries from the generated transcriptions, enabling quick reviews of key points without replaying entire recordings.

AI-Driven Sentiment Analysis

Analyse call and voicemail transcripts to assess customer sentiment, delivering valuable insights to enhance the customer experience and improve interactions.

Scribe Key Benefits

Effortless Integration
Scribe minimises configuration complexity, allowing users to transcribe audio content for individuals and groups.

Cost Analysis Insights
Scribe analyses the average and total duration of audio files and voicemails from the previous month, empowering users to predict costs associated with transcription services based on current system usage.

Accessibility on Demand
Enjoy easy access to transcripts whenever you need them, ensuring important information is always at your fingertips.

Data Security Compliance
Scribe maintains high standards of data security and privacy compliance, giving you peace of mind.

Why choose Scribe?

Scribe exemplifies Sangoma's commitment to continuous innovation and equipping customers with tools to improve efficiency and communication strategies.

For more information on Scribe and how it can unlock new levels of productivity, contact our sales team at **globalsales@sangoma.com**

Contact Us