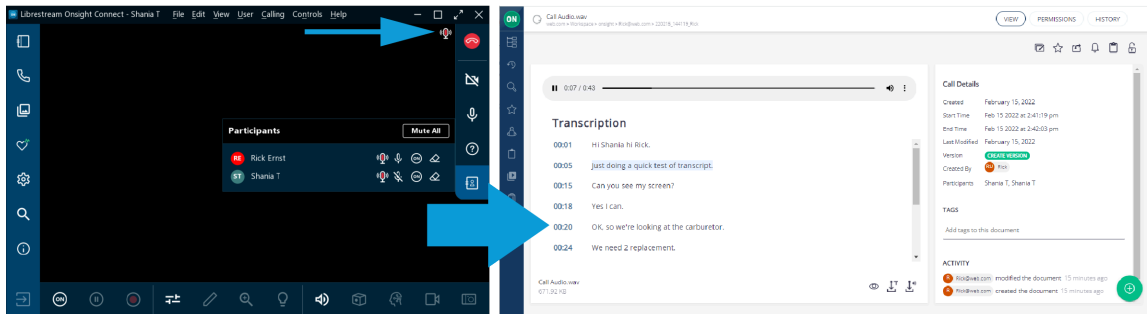# Onsight How To:
Access Transcripts in Onsight Workspace

Onsight Transcription

Onsight Transcription is a service option that is available for **Onsight Workspace** license. With Onsight Transcripts, you can build a library of call transcripts that is searchable; can augment your existing reports; assist with audits; and use Artificial Intelligence (AI) features to reduce the cognitive load. When enabled, for your domain, the **Onsight Transcription** icon will appear within Onsight Connect.

Transcription enables you to:

- Auto-upload call **Audio Files**
- Transcribe text in your **Default Language**
- Playback files with **Transcript Tracking**
- Search by **File Type**
- Search by **Transcript Text**
- Download **Transcripts/Audio**

Transcription cannot:

- **Transcribe Video** — Only the Audio (*.Wav) files are transcribed
- **Diarize Audio** — Speakers cannot be identified
- **Translate Mixed Languages** — Only the default language is transcribed.

Note:

1. Transcription functions require an Onsight Workspace Enterprise license.
2. Your default language for Transcription is defined by your **Client Policy > Artificial Intelligence > Transcription Language** setting within **Onsight Platform Manager**.
3. When a call starts, a message appears that states: *"By participating in the call you agree to have your conversation recorded and transcribed."* You must click **OK** to continue.

Tip: When the call is complete, call information will be uploaded automatically to Onsight Workspace. Call transcription can take longer to process before they will display.

Finding Transcriptions (Search)
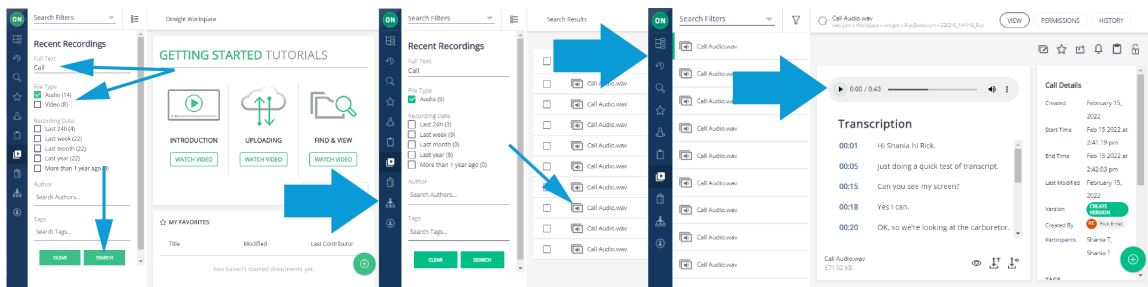
When you access Onsight Workspace, the easiest way to locate transcription audio and videos is to click the **Recent Recordings** ▶ icon from the **Menu**.

Filter your search by:

- **Full Text**
- **File Type** (Audio/Video)
- **Recording Date**
- **Author**
- **Tags** added as **Search** phrases

Enable the search options and click the **Search** button to execute. Click the **Clear** button to uncheck all enabled search option check boxes.

When you select a **Call Audio.wav** 🔊 file, you can **Play** ▶ the Audio and display the transcription text. Additional operations include:

- **Preview** 👁 (New Window)
- **Download Transcript** ⬇
- **Download Audio** ⬇

# Viewing & Playing Transcriptions

Login to Onsight Connect and make a call to a contact and Hang up.

After the call is ended, you can view and play transcriptions by:

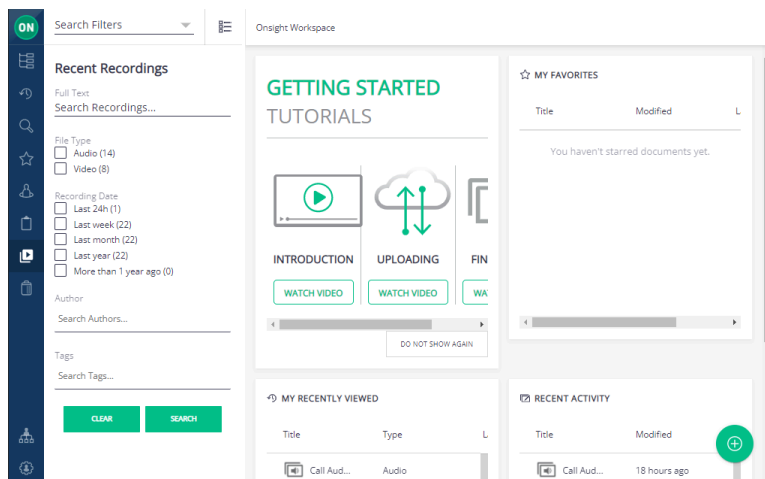**Viewing Transcriptions in Onsight Workspace**

1. Click **Files** 🖼. Verify that your call files were uploaded automatically (☁).
2. Launch **Onsight Workspace** by clicking the **Workspace On** 🔵 button.
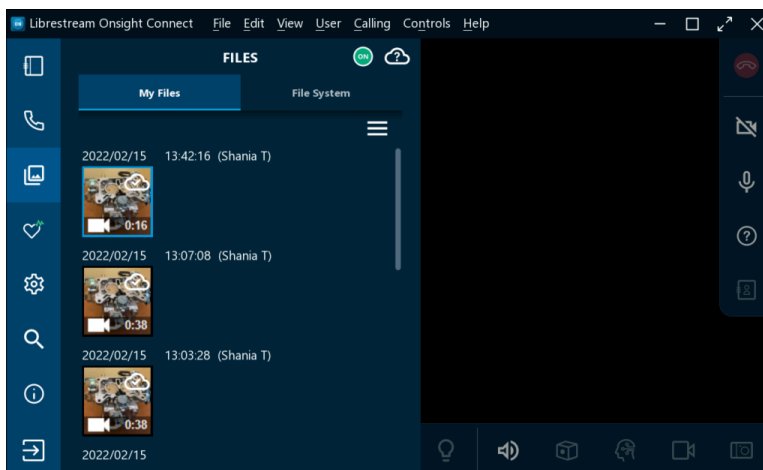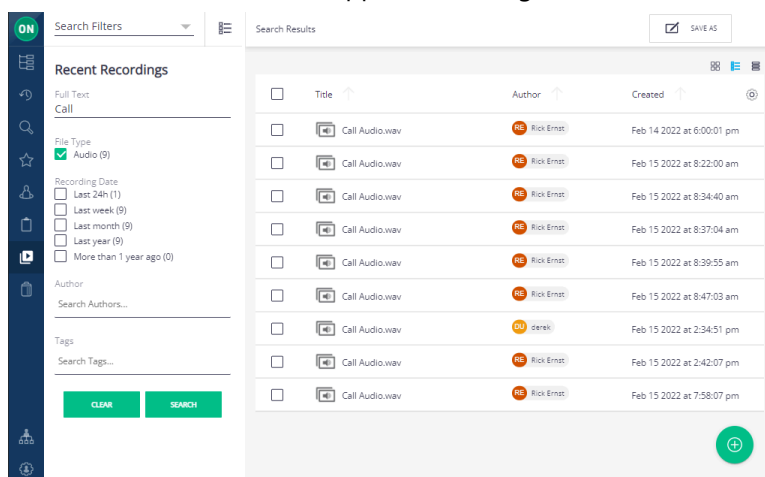


3. The Workspace Home page appears.
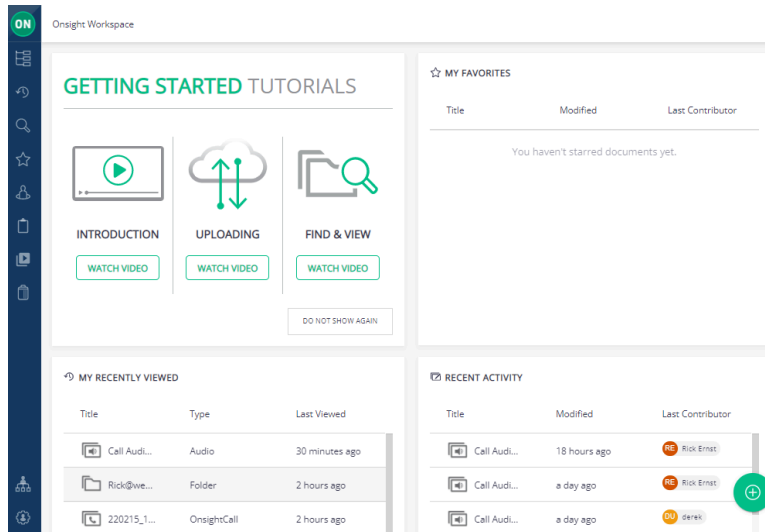
4. Click **Recent Recordings** within the Left Toolbar.

5. Specify your **Search** criteria. For example, enter text within the **Full Text** field as necessary.

6. Filter by **File Type** as required.

   ◦ Enable **Audio** to include Audio and transcriptions content.

   ◦ Enable **Video** to include video content.

7. Click **Search**. Search results appear on the right.

8. Click one of the **Call Audio.wav** 🔊 icons. The Transcription and Audio file appear on the right.
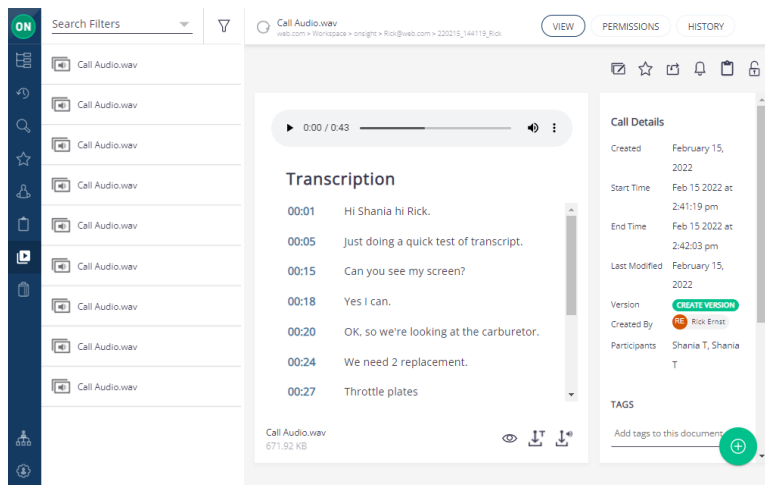
9. Click **Play** ▶ to listen to the .wav file and transcript for the call.

> ℹ️ **Tip:** Observe that the transcript is synchronized to and scrolls down as the audio progresses.

10. Observe that **Call Details** and metadata exist on the right.

11. (Option) Click the **Download Audio** ⬇ or **Download Transcript** ⬇ icons as required.
    This completes the procedure.

Notes:

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