

Transcription & Call Summary

Transforming Call Recordings into Actionable Intelligence

ChorusCX Transcription and Call Summary transforms traditional call recording by turning every interaction into searchable, actionable insight. Quickly understand conversations, identify key moments, and drive better business outcomes without manually reviewing calls.

Key Capabilities

Automated Call Summaries

- Instantly summarizes each interaction
- Understand outcomes without listening to full calls
- View summaries directly within recordings

Full Call Transcription

- Converts calls into searchable text
- Search by keyword or phrase across conversations
- Improves visibility and documentation

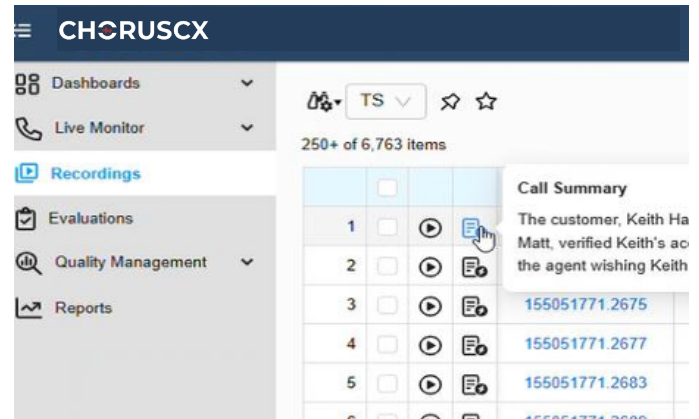
Advanced Search & Filtering

- Search transcripts by word, phrase, or topic
- Combine with filters (agent, team, date, etc.)
- Identify where required phrases were not used
- Use reusable phrase collections for consistency

Sentiment Analysis (Word-Based)

- Detects positive, neutral, and negative sentiment (word-based)
- View sentiment at call and interaction level
- Identify customer experience trends

See how to turn your call recordings into searchable, actionable insight—request a demo



Business Value

- Review more calls in less time
- Ensure compliance—identify what was and wasn't said
- Improve agent performance with faster QA and coaching
- Uncover customer trends instantly
- Drive operational efficiency across teams

Deployment & Flexibility



SaaS-based add-on to ChorusCX



Enable transcription per user, team, or business unit



Flexible rollout



Start small and expand over time



Requires internet connectivity