Available Transcriptions

PRODUCT DATA SHEET

Available Transcriptions

Every recorded call becomes something your team can read, search and act on. Available Transcriptions turns Zendesk call recordings and audio attachments into a timestamped transcript and summary on the ticket — and turns the patterns across calls into a worklist for managers.

Zendesk-native
Transcript and summary posted as a private note on the ticket

Any language
Summary written in the call's own language

Beyond the words
Sentiment, topics, action items and voice analytics

Opt-in & capped
Off by default, with a monthly minutes budget

1 From recording to ticket note

What gets transcribed

- **Zendesk Talk call recordings** on your tickets
- **Audio attachments** — e.g. a voice message a customer mailed in as an MP3
- **Available Phone calls**, with agent and customer recorded on separate channels
- Picked up automatically when the ticket changes — no manual uploads
- Each recording is transcribed **once**; repeated updates never bill twice

Private note on the ticket

- Full transcript with **per-turn timestamps**
- An AI **summary written in the call's own language**
- Optional ticket tags, so views and triggers can find transcribed calls
- The note is **private** — internal to your team, never sent to the customer
- Grounded in who your agent represents, so the summary gets the company right

Speech-to-text you can tune

- Choose between **Deepgram** and **OpenAI Whisper** per workspace — compare quality in your own language
- **Custom vocabulary:** product names and industry terms the engine tends to mishear
- Your company and agent names are passed along automatically
- Language detected from the call, or fixed to one language if you prefer

Careful with what it hears

- **Optional PII masking** — personal details are masked, the rest of the text is never rewritten
- Calls with no speech are marked as such, not presented as analysed
- A language is only reported when the evidence supports it — unknown stays unknown
- The words outrank the acoustics when deciding the call's language

2 AI call analysis

Per call

- **Summary**, **sentiment** and **topics**
- **Structured action items**: follow-up, knowledge gap, training, process or risk — each with a priority
- Agent and customer identified **from what was said** (e.g. the agent's introduction), never from who spoke first

Smart triage saves AI cost

- **Voicemail and "no answer" announcements** are recognised automatically (Danish, English, Swedish, Norwegian, German)
- Very short calls without a real conversation are recognised too
- These keep their transcript but **skip the AI analysis** — the reason is shown in the note and the portal
- One click to re-analyse if you disagree

3 Voice analytics & the call player

Conversation dynamics

- **Talk/listen ratio**, interruptions, dead air, speaking pace and longest monologue
- Measured from the **timing of the audio**, not guessed by a model
- A one-sentence **tone summary** per call
- No extra minute charge — measured from the same audio

Audio signal

- **Waveform**, coloured by speaker, in the call player
- Audio quality: noise floor, clipping, narrowband vs wideband — explains a poor transcript
- **Hold music vs true silence**, so hold time is not counted as dead air
- Keypad tones (where the caller left the phone menu)
- Per-speaker loudness and pitch statistics

Call player in the portal

- Play the recording next to its transcript, summary, analysis and waveform
- **Re-analyse** a call (no new transcription, no new minutes) or **re-transcribe** it with the latest speech engine (minutes billed again; the ticket note is not reposted)

4 From calls to action for managers

Manager worklist

- Action items collected on one page with status: open, in progress, done, dismissed
- Managers see **patterns and exceptions**; agents' own follow-up chores stay in the ticket note
- Items a person has handled are never re-raised or overwritten

Team insights across calls

- Weekly analysis of the last 14 days, or on demand
- **Recurring knowledge gaps with a draft help-centre article**, training needs and risks
- Skipped (and not billed) when there are too few analysed calls

Alerts & digests

- **Instant email alerts for risk items**
- A digest of new manager items after each team analysis
- Recipients chosen by you — none by default

Analytics & reporting

- Volumes and minutes with breakdowns, including per-agent voice dynamics for coaching
- **Call drivers by topic** — minutes spent per topic
- **Ask your data** — an AI analyst answers questions about your calls
- Weekly stakeholder report by email

5 Control over volume and cost

Gates

- Switch call recordings and audio attachments on or off separately
- **Minimum and maximum duration**, with separate minimums for inbound and outbound calls
- Maximum file size
- **Monthly minutes budget**

Nothing disappears silently

- A recording held back by a gate is shown as **skipped**, with the reason, and can be retried from the portal
- Without a configured speech engine, calls stay visibly pending — never invented
- Off by default: nothing is transcribed or billed until you switch it on

6 Example setups — from simple to very advanced

Four fictional companies, each configured entirely in the Available portal. Each one builds on the previous level. Volumes and costs are illustrative; see the pricing section for rates.

SIMPLE — Nordic Bikes — webshop, 3 agents on Zendesk Talk

≈ 300 DKK / month + AI usage

"We want to know what was said on a call without listening to the recording."

WHAT THEY CONFIGURE

- Switch Transcriptions on for call recordings
- Keep the default speech engine and language detection
- Add a "transcribed" ticket tag

WHAT HAPPENS

- Every recorded call gets a private note with transcript and summary
- Agents picking up a ticket read the call in seconds

1.000 billed audio minutes × 0,30 = 300 · AI analysis billed per use

MEDIUM — Hygge Home — interior retailer, 12 agents

≈ 1.800 DKK / month + AI usage

"Transcribe the real conversations only, get product names right, and see what our customers call about."

WHAT THEY CONFIGURE

- Custom vocabulary: their product series and brand names
- Minimum duration for outbound calls, so unanswered dials are skipped
- Audio attachments switched on for mailed-in voice messages
- Monthly minutes budget as a safety cap

WHAT HAPPENS

- Voicemails are recognised and skip the AI analysis
- **Call drivers by topic** show where the minutes go
- Monday report on volumes, sentiment and topics

6.000 billed audio minutes × 0,30 = 1.800 · AI analysis billed per use

ADVANCED — Fjord Energy — utility, 40 agents

≈ 7.500 DKK / month + AI usage

"Team leads should act on patterns, not listen to calls — and hear about risks the same day."

WHAT THEY CONFIGURE

- Voice analytics on; PII masking on
- Speech engine compared on Danish calls, the better one chosen
- Risk alerts and the action-item digest to the team leads
- Weekly team insights

WHAT HAPPENS

- A risk heard on a call reaches the team leads by email
- Recurring knowledge gaps arrive with a **draft help-centre article**
- Talk/listen and interruptions per agent feed coaching

25.000 billed audio minutes × 0,30 = 7.500 · AI analysis and team insights billed per use

VERY ADVANCED — Scandi Fashion Group — 3 brands, 90 agents

≈ 24.600 DKK / month + AI usage

"Every call, in every language, should improve our answers, our survey insight and our coaching."

WHAT THEY CONFIGURE

- Available Phone with dual-channel recordings handed straight to Transcriptions
- Sharing on with **Available Insights** and the **Assistant copilot**
- Knowledge gaps flow into the Assistant's self-learning
- Older calls re-transcribed after a speech-engine upgrade

WHAT HAPPENS

- Summaries in Danish, German, Swedish and Norwegian — each in the call's language
- The copilot drafts replies on voice tickets from what was actually said
- Help-centre **article proposals** from call-proven gaps, published after human approval
- **"Ask your data"** answers "what drove call minutes up in Germany?"

80.000 billed audio minutes × 0,30 = 24.000 · 2.000 minutes re-transcribed × 0,30 = 600 · AI billed per use

7 Pricing

Pay for what you use. No per-agent seat licences — the portal, call player, worklist, analytics and reports are included.

Transcription

Audio minute	**0,30 DKK**	each recording rounded up to the started minute
Re-transcribe	**0,30 DKK**	a new full pass is billed again
Re-analyse	**0,00 DKK**	no minutes, only AI usage

AI usage

Analysis, insights, Ask	**2× list**	per token, 2× the AI provider's list price
Voice analytics	**Included**	no extra minute charge; tone summary is part of AI analysis

All prices in DKK excluding VAT. Transcriptions is off by default: nothing is billed until it is switched on, and a monthly minutes budget caps the volume. Voicemails and calls without a conversation skip the AI analysis. Usage is visible in the portal under Usage.

8 Security & privacy

Area	How Available Transcriptions handles it
Ticket notes	Transcripts and summaries are posted as private notes, internal to your team.
Personal data	Optional PII masking of transcripts; masking never rewrites the rest of the text.
Audio access	Recordings are fetched with your own Zendesk connection; Available Phone audio is kept in private storage.
Sharing	Sharing with Insights and with the Assistant are separate settings you control.
Access	Portal sign-in with Zendesk; roles and memberships per workspace; operator actions audit-logged.
Billing safety	Opt-in, a monthly minutes budget, and each recording billed exactly once.

9 Part of the Available suite

Product	What it adds to Transcriptions
Available Phone	Dual-channel call recordings handed over automatically, with exact agent/customer separation.
Available Assistant	Copilot summaries and replies on voice tickets grounded in the transcript; knowledge gaps become help-centre article proposals after human approval.
Available Insights	Survey score audits grounded in what was said on the call.
Command Center	Home dashboard, daily digest and agent coaching built on call signals.