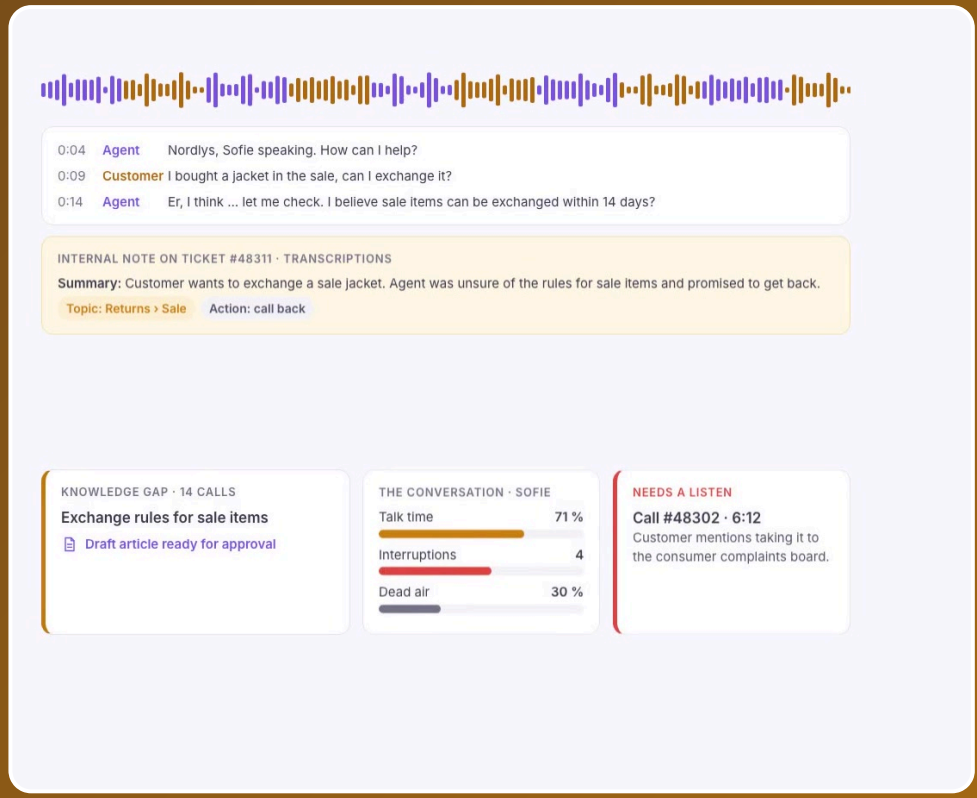
Available Transcriptions

# Read the call instead of replaying it.

Every phone call and audio file on a ticket is transcribed and summarised automatically, and posted on the case as a private note with timestamps. The agent reads the conversation in twenty seconds instead of replaying it for eight minutes.

- Private note on the ticket
- Any language
- Voice analytics
- Opt-in and capped



## 1 The problem

### What was said on the phone disappears when the call ends

**Recordings nobody plays**

Picking up a ticket means listening to minutes of audio to know what happened.

**Knowledge gaps go unnoticed**

The same question is asked a hundred times by phone, and the help centre never hears about it.

**Coaching by gut feeling**

Team leads cannot listen to every call.

## 2 What changes with Transcriptions

✓

**Read the call in seconds**

Full transcript and an AI summary, in the call's own language, as a private note.

✓

**Patterns, not just calls**

Recurring knowledge gaps arrive with a draft help-centre article; risks raise an alert.

✓

**Coaching from real signals**

Talk/listen ratio, interruptions and dead air per agent, measured from the audio.

**In use today**

Figures from Available's platform, measured November 2026 across our customers.

**800+**
calls transcribed

**2,000+**
minutes of conversation made readable

**650+**
follow-up points found in the calls

# 3 How it works

## 1 Switch it on

Off by default. Choose recordings, audio attachments, or both, and set a monthly minutes budget.

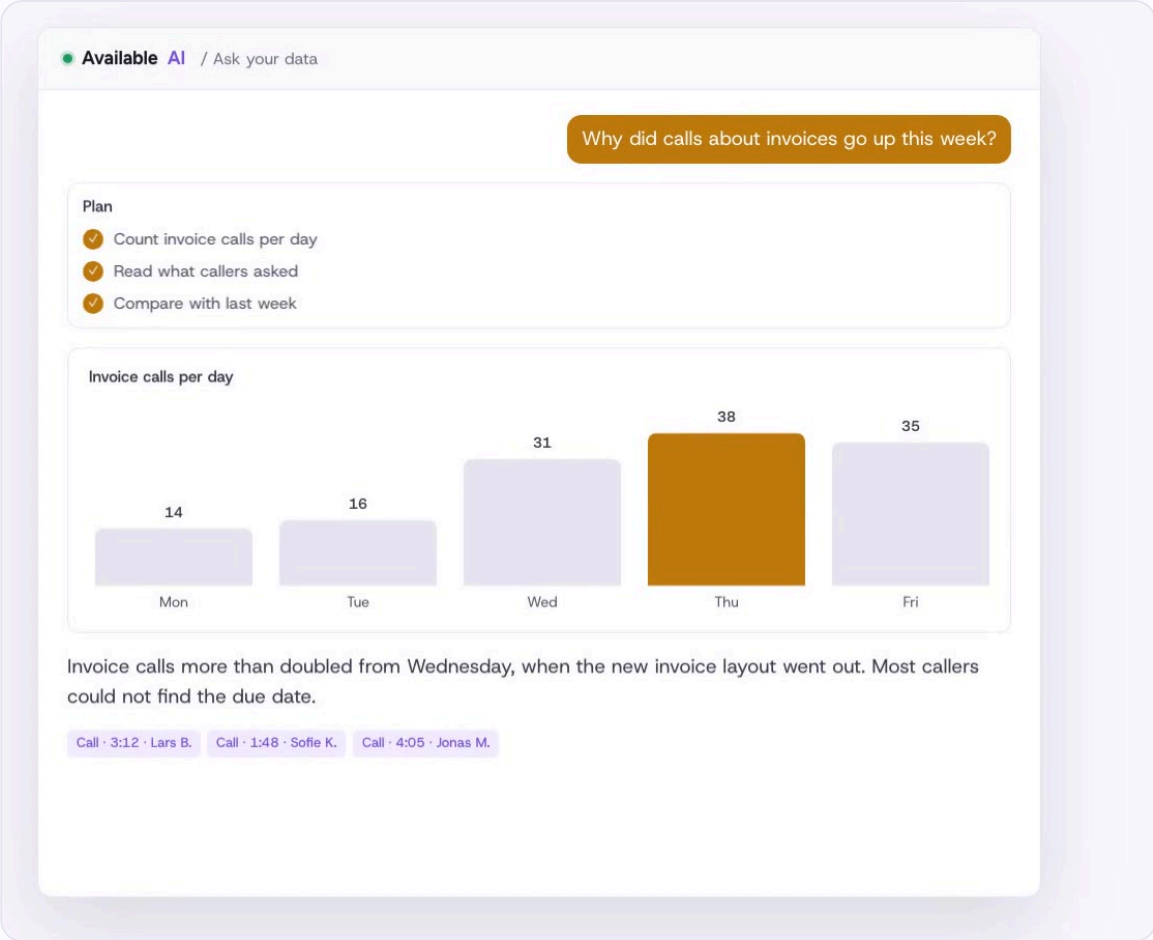
## 2 Tune the engine

Pick Deepgram or OpenAI Whisper, add your product names as custom vocabulary.

## 3 Let managers act

Action items collect on one worklist; weekly team insights show what to fix.

See it working in the 1-minute film:
**available.dk/en/produkter/film-og-datablade**



# 4 What's inside

### Picked up automatically

When the ticket changes; each recording transcribed and billed exactly once.

### Structured action items

Follow-up, knowledge gap, training, process or risk, each with a priority.

### Smart triage

Voicemails and no-answer calls skip the AI analysis, saving cost.

### Call player

Recording next to transcript, summary and a speaker-coloured waveform.

### Call drivers

Minutes spent per topic, and “what drove call minutes up in Germany?”

### PII masking

Personal details masked, the rest of the text never rewritten.

## Built to be trusted

### Internal only

Transcripts and summaries are private notes, never sent to the customer.

### Nothing invented

Calls without speech are marked as such; unknown language stays unknown.

### Billing safety

Opt-in, a monthly minutes budget, and each recording billed once.

# 5 In practice

EXAMPLE SETUP

**“Team leads should act on patterns, not listen to calls, and hear about risks the same day.”**

Fjord Energy, utility, 40 agents

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

A fictional company used to illustrate a typical setup. More examples, from simple to very advanced, are in the data sheet.

PRICING

No per-agent seat licences: the portal, call player, worklist, analytics and reports are included.

| | |
|---|---|
| Audio minute | **0,30 DKK** |
| Re-analyse a call | **0,00 DKK, AI usage only** |
| Voice analytics | **included** |
| AI usage | **per token, 2× list price** |

All prices in DKK excluding VAT. Every feature is opt-in; cost per ticket, chat and call is visible in the portal under Usage.

## See Transcriptions with your own data

Works with Zendesk Talk or Available Phone, and grounds the Assistant's replies on voice tickets.

Book a demo | Watch the film | Data sheet