



# Call Transcript

---

- [Feature Overview, on page 1](#)
- [Capabilities, on page 1](#)
- [Getting Started, on page 1](#)

## Feature Overview

Call Transcript is an Enterprise Voice Assistant that provides advanced speech recognition and transcription to the Contact Center solution. When Call Transcript is integrated with the Contact Center solution, agents can view the live transcript of the call on their desktop. This transcript enables the agent to wrap-up the call quickly and ensures that the wrap-up notes are accurate and readily available for future reference.

This also enhances agent experience, reduces agent workload, and reduces the cost of Contact Center operations. The reduced wrap-up time increases agent productivity and makes tangible impact to the business.

## Capabilities

The following benefits are derived when Call Transcript is integrated with the Contact Center solution:

- Availability of the call transcript with the agent on the desktop.
- Faster turn-around time to wrap-up the call by the agent.
- Agents can quickly prepare notes and summary for quick reference.
- Option to configure Hot words for easy reference.
- Search option on the transcript and notes to easily find relevant information.
- Quicker issue resolution.

## Getting Started

This section explains the prerequisites, configuration task flow, and the documentation resources for Call Transcript. The call flow and design considerations for the Call Transcript feature are described in the *Unified*

*CCE Solutions Design Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

## Prerequisites

CUBE or Ingress gateway is required for sending media and SIP signals to the public IP of the Call Transcript service. For supported IOS versions for Call Transcript, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

## Configuration Task Flow

**Table 1: Call Transcript Configuration Task Flow**

Step	Component	Configuration	Link
Step 1	Call Transcript Service	Create a tenant for the customer.	Refer section <i>Create Manu</i>
Step 2	CUCM	Configure SIP trunk from CUCM to CVP (CVP is the recording server).	Refer section <i>Configure the</i>
		Enable agent phones for NBR media forking (gateway-preferred forking).	Refer section <i>Gateway Set</i>
Step 3	CUBE	Configure CUBE to route the calls coming from CVP to the Call Transcript Service.	Refer section <i>Configure C</i>
Step 4	Cloud Connect	Onboard the tenant created in Step 1 into the current deployment.	Refer section <i>Set CloudCon</i>
Step 5	Unified CVP	Integrate Cloud Connect from Cisco CVP NOAMP.	Refer section <i>Operations C</i>
		Import Cloud Connect certificate to CVP keystore.	Refer section <i>Operations C</i>
Step 6	Unified CCE	Configure ICM / CCE.	Refer section <i>Configuratio</i>
Step 7	Cisco Finesse	Configure Cloud Connect.	Refer section <i>Configure C</i>
		Configure Highlights.	Refer section <i>Highlight Cu</i>
		Configure Gadgets.	Refer section <i>Add Call Tra</i>

## Documentation Resources

The following table lists the reference documents for Call Transcript:

Table 2:

Information	Resource
Design Considerations and Call Flow	<i>Unified CCE Solutions Design Guide</i> , <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html</a>
Pre-Install Setup	<i>Unified CCE Solutions Features Guide</i> , Prerequisites, on page 2
Cloud Connect Configurations	<i>Unified CCE Configuration Guide</i> , <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html</a>
CVP Integrations	<i>Unified CVP Administration Guide</i> , <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/tsd-products-support-series-home.html</a>
Desktop Application	<i>Cisco Finesse User Guide</i> , <a href="https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html</a>

